

APPENDIX B: DEPARTMENT QUALITATIVE DATA

DRAFT FOR REVIEW
16 NOVEMBER 2018

DEPARTMENT QUALITATIVE SUMMARY SHEETS

DEPARTMENT SERVICE IMPROVEMENT PRIORITIES SUMMARY



Placer County Government Center Master Plan Update

Administrative Services (Administration, Information Technology, Procurement, Telecommunications and Warehouse Divisions) - Qualitative Requirements

SERVICE ANALYSIS

Department Function	<p>The Administrative Services Department includes 5 separate divisions: Administration, Information Technology, Procurement Services, Telecommunications and Central Services/Warehouse.</p> <p>The Administration Division provides quality management, fiscal, and administrative support to the Administrative Services Department and effectively communicates and acts as liaison to other departments, outside agencies, and the public. It provides centralized purchasing services to County departments for the procurement of materials, equipment, and services, and ensures that county purchasing policies and procedures are followed to maintain consistency in buying practices and compliance with all applicable laws.</p> <p>The Information Technology Division provides comprehensive information technology consulting services to County departments, including project planning and management for system implementations. The division is also responsible for planning, implementing, administering, and maintaining the County's data systems including servers, data storage, firewall, and security systems.</p> <p>The Procurement Services Division provides for all centralized County procurement activities including bids, request for proposals, construction projects, contracts, and blanket purchase orders. Procurement Services administers the County's credit card program for delegated purchases including, goods, services, travel, and training, and manages the County's Surplus Program for the disposal of surplus property through sales, donations, e-waste and recycling.</p> <p>The Telecommunications Division provides planning, development, and logistical support for all countywide communication networks including telephone, radio, data, video, media, telemetry, and cable television services.</p> <p>The Central Services/Warehouse Division provides efficient and economical reprographic, graphic design, mail processing/delivery, inventory, and records management services to County departments.</p>																								
Consumer Group – Internal and/or External	<p>Administrative Services Department provides services to internal County departments and outside agencies, which in turn provide services to the public. In addition, the Procurement Division serves the public through a front counter which accounts for 30% of their services provided to the public.</p> <p>The following chart captures the approximate percentage of each type of interaction the department has with the people it serves:</p> <table><tr><td></td><td>Current</td><td>2027</td><td>2037</td></tr><tr><td>In-person @ Department Office(s)</td><td>15%</td><td>15%</td><td>15%</td></tr><tr><td>In Person in Field or Off-Site</td><td>22%</td><td>22%</td><td>20%</td></tr><tr><td>Phone Call</td><td>33%</td><td>26%</td><td>22%</td></tr><tr><td>Online</td><td>25%</td><td>33%</td><td>40%</td></tr><tr><td>Other</td><td>5%</td><td>4%</td><td>3%</td></tr></table>		Current	2027	2037	In-person @ Department Office(s)	15%	15%	15%	In Person in Field or Off-Site	22%	22%	20%	Phone Call	33%	26%	22%	Online	25%	33%	40%	Other	5%	4%	3%
	Current	2027	2037																						
In-person @ Department Office(s)	15%	15%	15%																						
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Phone Call	33%	26%	22%																						
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Other	5%	4%	3%																						
Department Self-Assessment on their Level	<p>The department identified the following ways in which the department delivers services as successful:</p>																								

Placer County Government Center Master Plan Update

Administrative Services (Administration, Information Technology, Procurement, Telecommunications and Warehouse Divisions) - Qualitative Requirements

of Service and Efficiency	<ul style="list-style-type: none">• Easily accessible to user departments and members of the public.• Centrally located to customers.• Public Procurement counter with waiting area• Close proximity to EOC• Centrally located to facilities that house network infrastructure• Secure facilities for employees• Conference rooms equipped with appropriate audio & visual systems.• Conference rooms with public access and staff only access.• Receiving dock area for appropriate programs• WIFI access availability <p>The following changes were suggested by the department to increase the efficiency in way they provide services:</p> <ul style="list-style-type: none">• Conference rooms configured to support small, medium and large meetings• More efficient and secure layout design for receiving, storage and deployment of equipment.• Office environment to support Division staff and work functions at one location• Larger break rooms with the appropriate separation from public and/or employee areas• Secure warehouse and storage space• Secure parking for County and employee vehicles• Improved signage• Office lockdown security system and/or emergency notification system• Adjustable environmental control systems• Solar technologies to reduce reliance on grid and to reduce overhead costs <p>The following were listed by this department as service delivery issues that should be addressed:</p> <ul style="list-style-type: none">• Infrastructure designed to support the deployment of enterprise services (fiber optic cabling)• Digital signage in County facilities• Workflow designed to support efficient receiving storage and deployment of equipment• Secure employee work areas• Truck loading area• Public Procurement counter with larger waiting area
Evolution of Services	<p>A change in the type of services provided, and the ways in which the department does its work is anticipated over the next 20 years due to availability and use of new technology and tools:</p> <ul style="list-style-type: none">• Use of cloud technologies may reduce the space requirements for a data center to support County information technology initiatives.• Increased utilization of e-commerce technologies may reduce space requirements for public counters.• Implementation of digital records management technologies may

Placer County Government Center Master Plan Update

Administrative Services (Administration, Information Technology, Procurement, Telecommunications and Warehouse Divisions) - Qualitative Requirements

	reduce or eliminate the need for a records warehouse.
Impact of Physical Space on Service	<p>The current facilities are restricted by the lack of quantity and size of conference rooms available for meetings, inadequate space for receipt, storage and deployment of equipment, physical separation of staff members, physical separation of warehouse/storage into multiple locations, inefficient parking facilities (layout and ease of access), function and ease of access of staff and public to Central Services, and some acoustical issues between work spaces and communal spaces.</p> <p>The employee café, larger employee training room and public counter for purchasing with larger waiting area have all enhanced service capabilities.</p>
Service Improvement Priorities – Internal & External	<p>Refer to Department Service Improvement Priorities summary in Appendix B</p> <p>There are no anticipated impacts to/from services in North Tahoe.</p>
Miscellaneous	<p>The Department noted the following as desired or expected service delivery model changes which could impact the Master Plan:</p> <ul style="list-style-type: none"> • Data center upgrades (UPS, emergency generator, HVAC, fire suppression, etc.) • Surplus warehouse with vehicle compound • Consolidation of records warehouse with Central Services Division • IT and Telecom divisions consolidation including centralized warehousing, inventory management, and staging space

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	The growth methodology for this department is dependent on County population growth, reliance on IT & Telecom support county-wide (projects & work orders), changes in technology, alternate service delivery for IT, Telecom, Central Services and Records Management functions.
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	This department anticipates their current office space will become inadequate to support their division's work around the year 2022. They currently use collaboration space and standard workstation/offices within their work environment and expect a continuing shift to collaborative workspaces over the next 20 years with a need to expand collaborative spaces by ~10% within 5 years and ~20% within 10 to 20 years.
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C

Placer County Government Center Master Plan Update

Administrative Services (Administration, Information Technology, Procurement, Telecommunications and Warehouse Divisions) - Qualitative Requirements

Access to Department Offices	<p>Access to division offices within the FAB and Telecom offices are currently adequate for customers, visitors and staff; division offices within Central Services/Warehouse are adequate for staff, but not visitors or customers.</p> <p>Parking at the Central Services and Telecomm offices is inadequate for customers, visitors, and staff.</p>
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary.
Miscellaneous	<p>Department staff see the following as items that need to be addressed in County facilities:</p> <ul style="list-style-type: none">• Enhanced campus security• Surveillance system to provide additional campus wide security• Standardized emergency building notification system• Secure building access separated from public• Secure parking for County and employee vehicles <p>Department staff see the following as desired amenities to add to County facilities:</p> <ul style="list-style-type: none">• Solar panel carports would provide parking shade and green power• Additional electric vehicle charging stations• Centrally located deli (currently provided by Dewitt Deli in FAB)• ATM banking machine• Employee fitness center with locker rooms and showers• Daycare facility• Community Center

Placer County Government Center Master Plan Update

Agricultural Commissioner - Qualitative Requirements

SERVICE ANALYSIS

Department Function	The Agriculture Department is responsible for agricultural and environmental protections, agriculturally related consumer protections, wildlife services, review, comment and/or resolution of agricultural land use issues, Placer County agricultural marketing, Placer County agricultural commission and the Placer County fish and game commission.																								
Consumer Group – Internal and/or External	<p>The majority of the department’s services are to the public and the regulated community external to County departments.</p> <p>The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:</p> <table><tr><td></td><td>Current</td><td>2027</td><td>2037</td></tr><tr><td>In-person @ Department Office</td><td>20%</td><td>20%</td><td>20%</td></tr><tr><td>In Person in Field or Off-Site</td><td>60%</td><td>60%</td><td>60%</td></tr><tr><td>Phone Call</td><td>10%</td><td>5%</td><td>5%</td></tr><tr><td>Online</td><td>10%</td><td>15%</td><td>15%</td></tr><tr><td>Other</td><td>0%</td><td>0%</td><td>0%</td></tr></table>		Current	2027	2037	In-person @ Department Office	20%	20%	20%	In Person in Field or Off-Site	60%	60%	60%	Phone Call	10%	5%	5%	Online	10%	15%	15%	Other	0%	0%	0%
	Current	2027	2037																						
In-person @ Department Office	20%	20%	20%																						
In Person in Field or Off-Site	60%	60%	60%																						
Phone Call	10%	5%	5%																						
Online	10%	15%	15%																						
Other	0%	0%	0%																						
Department Self-Assessment on their Level of Service and Efficiency	<p>The Department provides personal and relationship-oriented regulation, partnering with the regulated community to help them stay in compliance, but with a strong enforcement stance against those who violate state laws and regulations.</p> <p>The Department believes purpose-build facilities would allow for better utilization of space, better interactions with the public, and better customer service.</p> <p>A stand-alone building is needed, but should be co-located with the UCCE Farm Advisor as visitor population may include farmers with muddy boots, Wildlife Specialist employees who have been sprayed by skunks, firearms which are handled and stored in the building, and other factors that would create conflict if we were located in a building with other departments. Due to the largely conservative Clientele, a cost-conscious, utilitarian metal building that reflects the character of our farming community would be considered appropriate.</p>																								
Evolution of Services	<p>The Depart workload and regulatory responsibilities are county-wide and includes work within city boundaries. The amount of work is proportional to the county’s total population; as Placer County grows, the department’s workload will increase. A departmental growth of 30-50% is anticipated over the next 30 years.</p> <p>Although the Board recently decided not to task the Agriculture Department with regulating commercial Medical Marijuana activities, it is anticipated that this task may come to the department at some point in the future, which would require a significant staff increase (up to 40%) in a short timeframe.</p>																								
Impact of Physical Space on Service	<p>The Department is currently housed in a building not shared with any dissimilar departments; this reduces conflict and allows for and unique identity for the “Ag Building”, however, the building itself is in poor condition. This is bad for employee morale and public perception regarding a professional workspace.</p> <p>The Department has small staff meetings and larger public meetings on a</p>																								

Placer County Government Center Master Plan Update

Agricultural Commissioner - Qualitative Requirements

	regular basis, but does not have a dedicated meeting space in which to hold these meetings.
Service Improvement Priorities – Internal & External	Refer to Department Service Improvement Priorities summary in Appendix B There are no anticipated impacts to/from services in North Tahoe.
Miscellaneous	The department needs new shop/lab facilities and private office spaces for permit desks to ensure customer privacy and confidentiality. Operable windows would be highly desirable.

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	The main growth methodology is a proportional to projected population growth, however, there is the potential for an intensive short term should marijuana regulatory program responsibilities be assigned to the department.
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	The department's current office/workstations do not adequately support their work. Traditional office/workstations are needed; collaborative spaces are not required for this department. An increase in field staff requiring hoteling stations is anticipated within 5 years and continuing into the future.
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	Although it is easy for the public to visit the department offices, ADA compliant accessibility is insufficient.
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	The department suggests that a covered Farmers Market Pavillion would be a real asset to the community, providing a permanent location for the Dewitt Farmers Market, and could serving as the central/focal point of employee break areas, and campus walking paths. Department employee morale and the overall sense of pride in County

Placer County Government Center Master Plan Update

Agricultural Commissioner - Qualitative Requirements

	government is severely impaired by the office's direct proximity to the homeless shelter. The amount of trash, loitering, and lingering fears related to safety and vehicle security are all having an ongoing negative effect on employees.
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Placer County Government Center Master Plan Update

Assessor - Qualitative Requirements

SERVICE ANALYSIS

Department Function	The Assessor's Office is responsible for administering the County property tax assessment program.			
Consumer Group – Internal and/or External	Revenues from property tax assessments benefit the public by funding public schools and services provided by the County, cities, and special districts.			
	A high percentage of the department's customer service inquiries are from the general public or from jurisdictions other than the County.			
	The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:			
	Current	2027	2037	
	In-person @ Department Office	2%	2%	2%
	In Person in Field or Off-Site	1%	0%	0%
Department Self-Assessment on their Level of Service and Efficiency	Phone Call	12%	8%	3%
	Online	85%	90%	95%
	Other	0%	0%	0%
	The current proximity of the Assessor department to the CRE Clerk-Recorder-Registrar, Treasurer-Tax Collector, and the Auditor-Controller offices are helpful and should continue to be placed as a priority in the new Master Plan as there are ties both internally between the offices and externally as the public often has questions that require service from each of the departments.			
The department continues to enhance the website so that it provides the most requested information, including forms that can be filled out and e-signed online for greater efficiency and convenience to the public.				
Evolution of Services	As the overall county continues to grow, there is an increased number of parcels for the department to maintain and administer as part of the property tax program. Additionally, changes in the real estate market and economy will create changes in the services required.			
	There is an increased expectation for more information and services to be available to the public on-line, however, they continue to provide face-to-face or via-phone services to those more comfortable with direct contact with County staff; for example, resolution of some property tax issues require a face-to-face meeting due to the complexity of the subject.			
Impact of Physical Space on Service	-			
Service Improvement Priorities – Internal & External	Refer to Department Service Improvement Priorities summary in Appendix B			
	It is anticipated that services currently offered in North Tahoe will continue.			
Miscellaneous	-			

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
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Placer County Government Center Master Plan Update

Assessor - Qualitative Requirements

Growth Methodology	As the overall county continues to grow, there is an increased number of parcels for the department to maintain and administer as part of the property tax program.
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	-
Conference & Training Facilities	Refer to Projected Conference/Training Room Square Feet Summary in Appendix C
Storage	Refer to Projected Storage Square Feet Summary in Appendix C
Access to Department Offices	-
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	-

Placer County Government Center Master Plan Update

Auditor-Controller - Qualitative Requirements

SERVICE ANALYSIS

Department Function	The Auditor-Controller department provides a broad range of financial accounting & auditing services to all County departments, in addition to Agencies and Districts whose funds are kept in the County Treasury.			
Consumer Group – Internal and/or External	The department’s service interactions are equally divided between the general public and County departments/staff.			
	The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:			
		Current	2027	2037
	In-person @ Department Office	45%	35%	25%
	In Person in Field or Off-Site	5%	5%	5%
	Phone Call	45%	45%	45%
	Online	5%	5%	5%
	Other	0%	0%	0%
Department Self-Assessment on their Level of Service and Efficiency	The Auditor-Controller department strives to provide excellent customer service.			
	Continued automation of business processes will have one of the most significant impacts on their efficiency.			
	The department sites a more efficient workflow and customer interface and enhanced safety at their reception area as service delivery issues the Master Plan should take into consideration.			
Evolution of Services	The department anticipates an increased need to provide more on-line services, and quick, transparent access to data in the coming years.			
	Another significant change within 10 to 20 years for the department is the potential for an additional office in South Placer.			
Impact of Physical Space on Service	The department’s current conference room and break room are too small; the reception area is limited and inefficient.			
	The central located between South Placer and Tahoe is beneficial.			
Service Improvement Priorities – Internal & External	Refer to Department Service Improvement Priorities summary in Appendix B			
	The department doesn’t have an office in North Tahoe.			
Miscellaneous	-			

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	The overall growth methodology for staff projections are based on an anticipated population increase in the South Placer area of the County and overall economic activity with adjustments for a financial systems replacement project within the next 5 years.

Placer County Government Center Master Plan Update

Auditor-Controller - Qualitative Requirements

Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	<p>Department offices and workstations are currently sufficient to support their work, however, they are anticipated to become insufficient within 10 to 20 years (additional workspace will be required when department adds 7 to 10 staff member).</p> <p>Collaborative workspaces are not currently utilized by this department, but the need for this type of workspace will increase over the coming years.</p>
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	The Department offices are easily accessed by their users.
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	-

Placer County Government Center Master Plan Update

Board of Supervisors (BOS) / Clerk of the Board - Qualitative Requirements

SERVICE ANALYSIS

Department Function	<p>The Board of Supervisors acts as the County’s legislative arm, providing leadership and governance for decision-making throughout the County.</p> <p>The Clerk of the Board department provides administrative support for the five elected Board members and County departments for various Board tasks, including Board Meetings, and logistical, secretarial, and public reception support.</p>																								
Consumer Group – Internal and/or External	<p>The Board provides County leadership as elected officials, representing the public in the five supervisorial districts.</p> <p>The Clerk of the Board provides services mainly to the Board but also to other departments and the public; their service interactions are approximately 25% County and 75% Public.</p> <p>The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:</p> <table><tr><td></td><td>Current</td><td>2027</td><td>2037</td></tr><tr><td>In-person @ Department Office</td><td>25%</td><td>20%</td><td>20%</td></tr><tr><td>In Person in Field or Off-Site</td><td>20%</td><td>20%</td><td>20%</td></tr><tr><td>Phone Call</td><td>25%</td><td>25%</td><td>20%</td></tr><tr><td>Online</td><td>25%</td><td>30%</td><td>35%</td></tr><tr><td>Other</td><td>5%</td><td>5%</td><td>5%</td></tr></table>		Current	2027	2037	In-person @ Department Office	25%	20%	20%	In Person in Field or Off-Site	20%	20%	20%	Phone Call	25%	25%	20%	Online	25%	30%	35%	Other	5%	5%	5%
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Phone Call	25%	25%	20%																						
Online	25%	30%	35%																						
Other	5%	5%	5%																						
Department Self-Assessment on their Level of Service and Efficiency	<p>The logistics of Supervisor support and public interface is working well.</p> <p>The current office area is very disjointed and inefficient on many levels due to the nature of the Domes structure. An open and contiguous space that encourages interaction and collaboration is definitely needed.</p> <p>Due to the nature of the existing facility, the Department has workflow, customer interface, department/division interaction, and employee support area issues that would be improved with the right environment. The Department has developed the ability to work well within the existing constraints but it is not ideal.</p>																								
Evolution of Services	<p>This Department is probably one of the least effected groups by time/change. The Board of Supervisors service model has not changed much over the years and probably won’t change much into the future.</p>																								
Impact of Physical Space on Service	<p>The overall building size and shape is the most restrictive to service capabilities; adjacency to other critical departments/divisions most enhances service capabilities.</p>																								
Service Improvement Priorities – Internal & External	<p>Refer to Department Service Improvement Priorities summary in Appendix B</p> <p>There are no anticipated impacts to/from services in North Tahoe.</p>																								
Miscellaneous	<p>The department feels consolidation of County leadership at the government center makes sense from a service/interaction perspective; travel back and forth to the government center results in lessened efficiencies.</p>																								

Placer County Government Center Master Plan Update

Board of Supervisors (BOS) / Clerk of the Board - Qualitative Requirements

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	The staff growth methodology for the Clerk of the Board department is based on assumptions for population growth and service needs.
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	<p>Department offices/workstations sufficiently support their work at this time, but are anticipated to become insufficient by 2027.</p> <p>This department does not currently utilize, and does not anticipate the need to utilize, collaborative work spaces.</p>
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	Public access is sufficient but there are ADA non-compliance issues, inside and out; parking availability is also an issue. For larger Board of Supervisor meetings, attendees spill out of the chambers.
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	<p>The current facility, the Domes, is mostly functional but it is not an ideal situation when looking at office environment conditions or Board Chamber space needs. Consolidation to the government center is needed with correctly sized and designed facilities.</p> <p>The Domes have accessibility, public parking, Board Chambers size, and other issues that need to be taken into account for continued use of the facility; refer to the 1993 CFMP for Phase 1 planning of the Executive building at the government center. The consolidation was intended to take place around 1996.</p>

Placer County Government Center Master Plan Update

CDRA Engineering & Survey - Qualitative Requirements

SERVICE ANALYSIS

Department Function	The CDRA Engineering and Survey division reviews private land development projects, including environmental review, project Conditioning, Improvement Plan review, construction inspection, tentative maps, final maps, structure addressing, road naming, mining activities and grading permitting.																								
Consumer Group – Internal and/or External	<p>The Division serves developers and property owners in the community; from the County, the Division serves Public Works and Facilities, Assessor, County Executive Office, Board of Supervisors, Planning Services, and Building Services.</p> <p>Approximately 80% of their service time is directed to the public with the remaining 20% spent on internal County support.</p> <p>The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:</p> <table><tr><td></td><td>Current</td><td>2027</td><td>2037</td></tr><tr><td>In-person @ Department Office</td><td>25%</td><td>20%</td><td>10%</td></tr><tr><td>In Person in Field or Off-Site</td><td>25%</td><td>20%</td><td>10%</td></tr><tr><td>Phone Call</td><td>15%</td><td>10%</td><td>5%</td></tr><tr><td>Online</td><td>30%</td><td>45%</td><td>70%</td></tr><tr><td>Other</td><td>5%</td><td>5%</td><td>5%</td></tr></table>		Current	2027	2037	In-person @ Department Office	25%	20%	10%	In Person in Field or Off-Site	25%	20%	10%	Phone Call	15%	10%	5%	Online	30%	45%	70%	Other	5%	5%	5%
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Phone Call	15%	10%	5%																						
Online	30%	45%	70%																						
Other	5%	5%	5%																						
Department Self-Assessment on their Level of Service and Efficiency	<p>This CDRA Engineering & Survey division listed the following way in which their current service model is successful:</p> <ul style="list-style-type: none">• Use of Electronic files, front counter services, proximity to Planning Services, Building Services and Public Works/Facilities. <p>The Division suggested the following ways in which they could increase efficiency:</p> <ul style="list-style-type: none">• More electronic submittal, distribution, review and approval of permits. <p>The following issues were forwarded for consideration in the Master Plan update:</p> <ul style="list-style-type: none">• Any form of technology that helps provide better overall project tracking and better communication between staff, departments and customers.																								
Evolution of Services	<p>The Division anticipates technology and software will continue to become more important to keep up service demands.</p> <p>Due to the limited work space, CDRA Engineering & Survey will continue to use consultants to help out with reviewing final maps and improvement plans, however, staff will need to be train and manage those consultants.</p>																								
Impact of Physical Space on Service	Developments in technology will have the greatest potential impact on the effect of physical space on the Division’s service model.																								
Service Improvement Priorities – Internal & External	<p>Refer to Department Service Improvement Priorities summary in Appendix B</p> <p>As the Division continues to cross train their employees, including those in the Tahoe Office, more services will be provided directly out of the Tahoe Office for Tahoe permits, and less support will be needed from the Auburn Office. This transition should have no adverse impact on the Division or the</p>																								

Placer County Government Center Master Plan Update

CDRA Engineering & Survey - Qualitative Requirements

	Government Center.
Miscellaneous	-

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	The division's growth methodology is based on development; development is the key factor anticipated to drive growth over the next 20 years.
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	<p>CDRA Engineering & Survey's office and workstations are anticipated to become inadequate to support their work within 10 years.</p> <p>The Division currently utilizes collaborative workspaces and anticipates the with a continuing 20% growth in the use of collaborative workspaces over the 20-year time horizon.</p> <p>The Division currently has field workers or part-time staff; these staff can have smaller, hoteling-sized workstations. The Division foresees approximately 15% growth in this type of workstation in 10 to 20 years.</p>
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	There are no known issues with access to this department.
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	<p>Division staff see the following as desire amenities to add to County facilities:</p> <ul style="list-style-type: none"> Bicycles to ride on breaks and between office buildings.

Placer County Government Center Master Plan Update

CDRA Building Services Division - Qualitative Requirements

SERVICE ANALYSIS

Department Function	Building Services Division provides regulatory oversight of the County's building and zoning compliance programs. These programs are responsible for the safe and sustainable built environment and include building inspection, plan checking, permit issuance, and zoning/County Code field enforcement commonly known as Code Compliance.																								
Consumer Group – Internal and/or External	<p>The division serves residents, businesses, and property owners including California registrants such as architects and engineers, licensed contractors, realtors, and anyone desiring to build, remodel or alter their facility / home. Code Compliance serves complainants in regards to violations of County Code County on private property. Those complainants are often residents or businesses, although complaints may be received from outside the County.</p> <p>This division primarily serves the general public with a small portion, approximately 5%, of their service in support of County capital improvements.</p> <p>The following chart captures the approximate percentage of each type of interaction the division has with the people it serves:</p> <table><tr><td></td><td>Current</td><td>2027</td><td>2037</td></tr><tr><td>In-person @ Department Office</td><td>40%</td><td>30%</td><td>25%</td></tr><tr><td>In Person in Field or Off-Site</td><td>50%</td><td>50%</td><td>50%</td></tr><tr><td>Phone Call</td><td>9%</td><td>5%</td><td>5%</td></tr><tr><td>Online</td><td>1%</td><td>15%</td><td>20%</td></tr><tr><td>Other</td><td>0%</td><td>0%</td><td>0%</td></tr></table>		Current	2027	2037	In-person @ Department Office	40%	30%	25%	In Person in Field or Off-Site	50%	50%	50%	Phone Call	9%	5%	5%	Online	1%	15%	20%	Other	0%	0%	0%
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Department Self-Assessment on their Level of Service and Efficiency	<p>The current one-stop shop efforts of the CDRA offer a convenient method to today's land-use approval process. Service centers are adequately located for timely field representation and to support consumer interactions.</p> <p>The division has identified on-line permitting and electronic plan review as reasonable solutions to increase efficiencies and improve customer service. In addition to the electronic features, the division has identified the potential need for a satellite center near the Sunset Industrial Area to facilitate the large magnitude future development of that area.</p> <p>The team should consider the large volume of customers that travel to the CDRA for the purposes of permitting and code compliance. Ensuring adequate parking and meeting facilities to accommodate the customer base is necessary. In addition to parking, additional/clear directional signage to assist the customer navigate the campus is needed.</p>																								
Evolution of Services	No vision of significant changes in types of services provided, however, the department notes there will be significant changes in how their work is done in the coming years.																								
Impact of Physical Space on Service	<p>The current facility is very accommodating for the services provided. Workspace has largely been filled up; it is becoming complicated to seat new staff without significant study and negotiation.</p> <p>The foyer and lobby space certainly enhance the services by providing a one-stop counter/check-in location.</p>																								

Placer County Government Center Master Plan Update

CDRA Building Services Division - Qualitative Requirements

Service Improvement Priorities – Internal & External	<p>Refer to Department Service Improvement Priorities summary in Appendix B</p> <p>There are no anticipated impacts to/from services in North Tahoe.</p>
Miscellaneous	<p>The Building Services Division utilizes a mixture of permanent County staff and contract staff in the performance of its services. These public/private partnering efforts allow the team to stabilize staffing over the peaks and valley experiences in times of past. Larger subdivisions and commercial projects are typically serviced through contract labor efforts so despite the fact there are significant projects moving forward, the team will likely balance through outsourcing alternatives. Outsourcing coupled with the electronic initiatives aides in the stabilization of the work unit. While there may be additional staffing employed to hold the trend line, the implementation of electronic features such as online permitting and electronic plan checking will reduce the number of office visits by the consumer. As technological advancements continue, management will consider which methods best serve the public in delivering effective and efficient services.</p>

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	The division's growth methodology is based on the anticipated economic conditions and available development sites. At least one more code compliance officer, and potentially two more building inspectors will be necessary in the next five years to complete the projected work.
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	<p>Current workstations/offices are sufficient; no anticipated need for changes.</p> <p>No significant need for shift to collaborative workspaces, although the need for some collaborative workspaces within 5 years was noted.</p> <p>Anticipate the need for additional hoteling stations for field workers in next 5 years.</p>
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	The facility itself is easy to access, however, many customers are confused about the building division's service location – often visiting the incorrect facility and requiring redirection to CDRA.
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C

Placer County Government Center Master Plan Update

CDRA Building Services Division - Qualitative Requirements

Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	-

DRAFT FOR REVIEW
16 NOVEMBER 2018

Placer County Government Center Master Plan Update

County Executive Office - Administration - Qualitative Requirements

SERVICE ANALYSIS

Department Function	The County Executive Office Administration (CEO Admin) provides countywide support and implementation of Board of Supervisors policies and priorities, organizational direction and leadership, and coordination of strategic and regional planning efforts. They ensure efficient and effective management of County workforce and activities, and transparency of budget and finances. Additionally, they provide emergency response capability, and disaster recovery and response mechanisms.																								
Consumer Group – Internal and/or External	<p>The CEO Admin department provides services to other County departments, the Board of Supervisors, and the community / general public. Approximately 20% of their service time is directed to the general public via board meetings or community meetings with the remaining 80% spent on internal County support.</p> <p>The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:</p> <table><tr><td></td><td>Current</td><td>2027</td><td>2037</td></tr><tr><td>In-person @ Department Office</td><td>25%</td><td>20%</td><td>15%</td></tr><tr><td>In Person in Field or Off-Site</td><td>20%</td><td>25%</td><td>30%</td></tr><tr><td>Phone Call</td><td>25%</td><td>25%</td><td>20%</td></tr><tr><td>Online</td><td>30%</td><td>30%</td><td>35%</td></tr><tr><td>Other</td><td>0%</td><td>0%</td><td>0%</td></tr></table>		Current	2027	2037	In-person @ Department Office	25%	20%	15%	In Person in Field or Off-Site	20%	25%	30%	Phone Call	25%	25%	20%	Online	30%	30%	35%	Other	0%	0%	0%
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Other	0%	0%	0%																						
Department Self-Assessment on their Level of Service and Efficiency	<p>The CEO Admin department listed the following way in which their current service model is successful:</p> <ul style="list-style-type: none">• Collaboration and meetings that focus on brainstorming and action tasks post meetings (meaningful meetings)• Broad communication to audiences to share consistent messages• Increased use of software technology to improve quality and quantity of work performed• Standardizing processes and procedures <p>This department suggested the following ways in which they could increase efficiency:</p> <ul style="list-style-type: none">• The workspaces currently hinder collaboration and communication and unnecessarily separates employees into work areas that aren't relevant• Bigger meeting rooms are needed, with better technology to facilitate information sharing• Individual office spaces for managers are still needed to conduct confidential meetings and phone calls <p>The following issues were forwarded for consideration in the Master Plan update:</p> <ul style="list-style-type: none">• This department is currently located separate from the majority of county departments, requiring a 10+ minute drive each way for most inter-departmental meetings. Documents need to be transported by car every other week for Board of Supervisor meetings. The lack of a “campus” approach for our core county administrative & executive functions creates an artificial barrier to communications and collaborations with other county departments.																								

Placer County Government Center Master Plan Update

County Executive Office - Administration - Qualitative Requirements

Evolution of Services	<p>Within the next 5 years, greater workloads are anticipated with financial management and fiscal land management analysis versus policy, and budget management will further align our department with the departments currently located at the Finance & Administration Building (FAB) and Community Development Resource Center (CDRC).</p> <p>Over the next 10-20 years: Continuation of the above an anticipated emphasis on fiscal versus policy management (driven predominantly by the appointed CEO and executive managers which tend to change every 10-20 years).</p>
Impact of Physical Space on Service	The shape of the building in which this department is located does not allow for collaborative work spaces, nor large meeting rooms to bring everyone together. Private offices are appropriate for managers, however the arrangement of the offices and lack of connection to other spaces impede a collaborative work environment and service delivery.
Service Improvement Priorities – Internal & External	<p>Refer to Department Service Improvement Priorities summary in Appendix B</p> <p>The department has an office in Tahoe with 4 employees and needs the ability to remotely interface with these Tahoe employees. The department also needs to provide office space and technology for Tahoe staff at the Auburn office on occasion.</p>
Miscellaneous	-

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	<p>The department is currently conducting a reorganization of employee resources and believe 40 employees for Administration is the right staff level moving forward. This number includes one (1) Business Process Analyst resourced out to Human Resources at 145 Fulweiler, and one (1) Business Process Analyst resourced out to Auditor-Controller at the FAB building.</p> <p>The projection of 5% equates to 2 more FTE's per each additional 10 year period, assuming that as the rest of the county workforce increases, the CEO Administrative countywide “support” functions to those departments will require additional resources to maintain the same service level.</p>
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	<p>The department's office and workstations are currently inadequate to support their work.</p> <p>The department currently does not have collaborative workspaces, but anticipates the need for collaborative workspaces within 5 years and a continuing 15% growth in the use of collaborative workspaces over the</p>

Placer County Government Center Master Plan Update

County Executive Office - Administration - Qualitative Requirements

	subsequent 10 to 20 years.
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	<p>The department's location is not a prominent destination; front entry to the building is not always clear. Parking wraps around the building, further confusing the main building entry point.</p> <p>The building lacks wayfinding signage and a defined reception area. The building contains dead-end hallways and the overall perception of the space is drab, dark, and uninviting.</p>
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	<p>Department staff see the following as items that need to be addressed in County facilities:</p> <ul style="list-style-type: none">• Fitness center and daycare options for employees now and especially into the future as private employers compete for talented employees.• New buildings with plenty of windows, functioning HVAC, and good acoustics.

Placer County Government Center Master Plan Update

CEO Economic Development - Qualitative Requirements

SERVICE ANALYSIS

Department Function	Promote business activities and economic growth across Placer County.																								
Consumer Group – Internal and/or External	<p>The CEO Economic Development department services businesses, business organizations, trade organizations, developers, public and private entities where County economics are involved.</p> <p>This department primarily serves the general public.</p> <p>The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:</p> <table><tr><td></td><td>Current</td><td>2027</td><td>2037</td></tr><tr><td>In-person @ Department Office</td><td>45%</td><td>35%</td><td>30%</td></tr><tr><td>In Person in Field or Off-Site</td><td>25%</td><td>25%</td><td>20%</td></tr><tr><td>Phone Call</td><td>10%</td><td>10%</td><td>10%</td></tr><tr><td>Online</td><td>20%</td><td>30%</td><td>40%</td></tr><tr><td>Other</td><td>-%</td><td>-%</td><td>-%</td></tr></table>		Current	2027	2037	In-person @ Department Office	45%	35%	30%	In Person in Field or Off-Site	25%	25%	20%	Phone Call	10%	10%	10%	Online	20%	30%	40%	Other	-%	-%	-%
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Phone Call	10%	10%	10%																						
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Other	-%	-%	-%																						
Department Self-Assessment on their Level of Service and Efficiency	The department feels they are in a good location for public and county leadership interactions. Their service delivery is centered around public interactions, so customer reception and interface is critical with any future facility planning.																								
Evolution of Services	The department does not currently anticipate additions, reductions or changes to the type of service provided over the next 20 years.																								
Impact of Physical Space on Service	The department is most impacted by the proximity to County leadership most restricts and easy access for the public most enhances.																								
Service Improvement Priorities – Internal & External	Refer to Department Service Improvement Priorities summary in Appendix B No.																								
Miscellaneous	Consolidation of departments at the government center may allow for greater ability to host larger economic development meetings, events, fairs through the use of shared larger meetings spaces. A presence in the South Placer area may make sense over time.																								

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	The growth methodology for this department is based on historic numbers and budget assumptions overall, with the potential for adjustments as develop in south Placer County increases over the next 20 years.
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C

Placer County Government Center Master Plan Update

CEO Economic Development - Qualitative Requirements

Office Configuration	<p>The department's office and workstations are anticipated to become inadequate to support their work within 10 years.</p> <p>The department currently does not have collaborative workspaces, nor do they anticipate the need to add collaborative workspaces.</p> <p>The department currently does not have field workers or part-time staff.</p>
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	There are no identified difficulties accessing the department's offices.
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	-

Placer County Government Center Master Plan Update

CEO Office of Emergency Services - Qualitative Requirements

SERVICE ANALYSIS

Department Function	The CEO Office of Emergency Services department delivers full spectrum emergency management for the County: planning, mitigation, response and recovery of all major incidents within the County.																								
Consumer Group – Internal and/or External	<p>The department supports the first responder community in large incident activations and serves the residents of the County on a wide range of topics and issues from fire to floods to earthquakes to terrorism. They work closely with several County departments to provide accurate, real time response and information to our citizens during crises situations.</p> <p>Approximately 60% of their service time is directed to the public with the remaining 40% spent on internal County support.</p> <p>The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:</p> <table><tr><td></td><td>Current</td><td>2027</td><td>2037</td></tr><tr><td>In-person @ Department Office</td><td>5%</td><td>5%</td><td>5%</td></tr><tr><td>In Person in Field or Off-Site</td><td>20%</td><td>20%</td><td>20%</td></tr><tr><td>Phone Call</td><td>25%</td><td>25%</td><td>75%</td></tr><tr><td>Online</td><td>25%</td><td>50%</td><td>0%</td></tr><tr><td>Other</td><td>25%</td><td>0%</td><td>0%</td></tr></table>		Current	2027	2037	In-person @ Department Office	5%	5%	5%	In Person in Field or Off-Site	20%	20%	20%	Phone Call	25%	25%	75%	Online	25%	50%	0%	Other	25%	0%	0%
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Department Self-Assessment on their Level of Service and Efficiency	<p>The CEO Office of Emergency Services department listed the following way in which their current service model is successful:</p> <ul style="list-style-type: none">• The department is a 3 person unit that relocates to the EOC during a major incident and provides overall emergency management for the County; operations can be 24/7 for weeks on end. Their staffing support comes from other County employees, and other NGOs such as the American Red Cross.• The EOC is considered to be right sized and designed to “plus up” for incidents. <p>This department suggested the following ways in which they could increase efficiency:</p> <ul style="list-style-type: none">• Add technology upgrades such are large touch screen panels that provide at a glance situational awareness of an incident.• Link the touch screen panels to EOC computers that allow rapid editing/updates for dynamic incidents. <p>The following issues were forwarded for consideration in the Master Plan update:</p> <ul style="list-style-type: none">• The EOC needs to be remodeled to support more efficient work flow/interface in the bull pen. (The bull pen is the set up inside the EOC main room.)																								
Evolution of Services	There is no anticipated additions, reductions or changes in the type of service this department provides over the next 5 years, however, the EOC will need to grow with the County and keep up with technological advances over the next 10 to 20 years.																								
Impact of Physical Space on Service	The current bull pen layout in the EOC is the most restrictive aspect of the department’s space; it is not organized into an efficient use of space, nor																								

Placer County Government Center Master Plan Update

CEO Office of Emergency Services - Qualitative Requirements

	<p>updated with the best technology to support the department's work.</p> <p>The fact that the EOC is a dedicated space with no secondary uses enhances the department's work as they do not have to kick out other uses when emergencies activate the need for its use - it is set up and mostly ready to go.</p>
Service Improvement Priorities – Internal & External	Refer to Department Service Improvement Priorities summary in Appendix B
Miscellaneous	-

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	<p>The growth methodology for this department was based on the continuing development of Placer Ranch, Placer Vineyards, Riolo Vineyards, and Bickford Ranch, as well as demo trends.</p> <p>Key factors which may impact the Department/Division's rate of growth include budget, and faster/slower growth in County development and infrastructure.</p>
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	<p>The department's office and workstations are anticipated to become inadequate to support their work within 20 years.</p> <p>The department currently utilizes collaborative workspaces and anticipates the need for additional collaborative workspaces within 10 years.</p> <p>The department does not currently have field workers or part-time staff.</p>
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	The EOC is not intended or designed for public access; it is kept locked.
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	-

Placer County Government Center Master Plan Update

CEO Public Information Office - Qualitative Requirements

SERVICE ANALYSIS

Department Function	The CEO Public Information Office provides media relations, public information, strategic communication planning/consulting, internal communications and employee engagement, videography, photography, graphics, community relations, branding, web and social media content management.																								
Consumer Group – Internal and/or External	<p>This department services all of the public as well as all Placer County employees. Approximately 70% of their service time is directed to the Public with the remaining 30% spent on internal County support.</p> <p>The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:</p> <table><tr><td></td><td>Current</td><td>2027</td><td>2037</td></tr><tr><td>In-person @ Department Office</td><td>15%</td><td>15%</td><td>10%</td></tr><tr><td>In Person in Field or Off-Site</td><td>25%</td><td>20%</td><td>20%</td></tr><tr><td>Phone Call</td><td>20%</td><td>20%</td><td>20%</td></tr><tr><td>Online</td><td>40%</td><td>45%</td><td>50%</td></tr><tr><td>Other</td><td>0%</td><td>0%</td><td>0%</td></tr></table>		Current	2027	2037	In-person @ Department Office	15%	15%	10%	In Person in Field or Off-Site	25%	20%	20%	Phone Call	20%	20%	20%	Online	40%	45%	50%	Other	0%	0%	0%
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Department Self-Assessment on their Level of Service and Efficiency	<p>This department listed the following way in which their current service model is successful:</p> <ul style="list-style-type: none">As a consolidated communication function, the department is able to adjust focus areas of the staff depending on the needs of the moment.Since they are located together, they are able to stay well-coordinated and connected, brainstorm ideas off of each other quickly and easily, and ensure continuity of services if someone is out of the office. <p>This department suggested the following ways in which they could increase efficiency:</p> <ul style="list-style-type: none">Improve our internet connectivity/speed – we have so many days where we spend way too much time waiting for our computers to respond. <p>The following issues were forwarded for consideration in the Master Plan update:</p> <ul style="list-style-type: none">The department would appreciate a more collaborative work space.Proximity to the CEO Board of Supervisor office so they can engage quickly when needed for media queries, etc.Proximity to print shop/graphic designer would be beneficial as well.																								
Evolution of Services	In the coming years, the department will continue to be responsible for digital tools to maintain a two way engagement with County citizens.																								
Impact of Physical Space on Service	<p>The department staff are all located in one room, however, they do not have a good collaborative workspace; they need to find an open conference room on short notice when required to do spontaneous brainstorming/collaboration.</p> <p>The department works extremely closely with the graphic designer and the print shop; closer proximity would be beneficial for coordination with them.</p>																								
Service Improvement Priorities –	Refer to Department Service Improvement Priorities summary in Appendix B																								

Placer County Government Center Master Plan Update

CEO Public Information Office - Qualitative Requirements

Internal & External	N/A
Miscellaneous	-

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	This department's growth methodology assumes the county transitions to a web platform with software as a service, and other digital communication tools become the primary source of engagement for the public; then web and digital communications management would likely transition to this department.
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	<p>The department's office and workstations are anticipated to become inadequate to support their work within 10 years.</p> <p>The department currently does not have collaborative workspaces, but would like to have a dedicated collaboration area within their workspace.</p> <p>This department does utilize part-time staff; these staff would require a standard workstation size (not hoteling size workstation).</p>
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	<p>For County staff, it is easy for them to access the department provided they have a FOB.</p> <p>For public visitors/non-county staff or anyone without a FOB. It is not easy to get ahold of the department from the lobby when no one is at the front desks.</p>
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	-

Placer County Government Center Master Plan Update

CEO Risk Management - Qualitative Requirements

SERVICE ANALYSIS

Department Function	CEO Risk Management protects County assets, mitigates County risk, and serves the risk management needs of the departments and citizens of Placer County. Some of the department's responsibilities are: general liability, insurance, contract review, safety, and ADA coordination.																								
Consumer Group – Internal and/or External	<p>The department serves all County departments and the citizens of Placer County, and provide risk management services for Cal Fire and numerous special districts.</p> <p>Their service time is equally divided between the public and internal County support.</p> <p>The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:</p> <table><tr><td></td><td>Current</td><td>2027</td><td>2037</td></tr><tr><td>In-person @ Department Office</td><td>20%</td><td>15%</td><td>10%</td></tr><tr><td>In Person in Field or Off-Site</td><td>20%</td><td>15%</td><td>10%</td></tr><tr><td>Phone Call</td><td>20%</td><td>20%</td><td>20%</td></tr><tr><td>Online</td><td>20%</td><td>40%</td><td>55%</td></tr><tr><td>Other</td><td>20%</td><td>10%</td><td>5%</td></tr></table>		Current	2027	2037	In-person @ Department Office	20%	15%	10%	In Person in Field or Off-Site	20%	15%	10%	Phone Call	20%	20%	20%	Online	20%	40%	55%	Other	20%	10%	5%
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Department Self-Assessment on their Level of Service and Efficiency	<p>The CEO Risk Management department listed the following way in which their current service model is successful:</p> <ul style="list-style-type: none">• Easy public access benefiting customer service.• Close proximity to the COB, County Counsel, and HR which facilitates efficiency and effectiveness due to the frequent interaction with these departments.• Online access to forms benefits customer service.• Local file storage improves claims efficiency and effectiveness.• Secured access to the office benefits employee security and confidentiality of records. <p>This department suggested the following ways in which they could increase efficiency:</p> <ul style="list-style-type: none">• Greater use of a paperless environment. <p>The following issues were forwarded for consideration in the Master Plan update:</p> <ul style="list-style-type: none">• Proximity to HR, COB, and County Counsel benefits workflow.• Office should be located in an area that supports easy public access/customer interface.• Security of staff and confidentiality of records is paramount given risk management's role.																								
Evolution of Services	Aside from the increased use of technology and/or adapting to changing technology, the department does not anticipate significant changes in how the Department will do its work in the coming years.																								
Impact of Physical Space on Service	Current facilities offer the public easy access to services and benefits workflow with HR, COB, and County Counsel; however, if proximity changes in the future, increased use of technology could mitigate the effects.																								

Placer County Government Center Master Plan Update

CEO Risk Management - Qualitative Requirements

	Current facilities will be shared with Library personnel in coming months which places a higher burden on risk management staff to secure files and maintain the confidentiality of records/information.
Service Improvement Priorities – Internal & External	Refer to Department Service Improvement Priorities summary in Appendix B
Miscellaneous	The department reiterates the need for ease of public access and a controlled work environment to facilitate security and confidentiality.

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	The department's growth methodology is based on a small growth in staff to address changes in claim trends or an increased need for services, like safety/loss control. Over the 20 year time horizon, population growth may require an increase in staff to maintain the same high level of service.
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	<p>The department's office and workstations are anticipated to become inadequate to support their work within 20 years.</p> <p>The department currently does not have collaborative workspaces, but anticipates a continuing 20% growth in the need for collaborative workspaces over the subsequent 10 to 20 years.</p> <p>The department does not currently have field workers or part-time staff.</p>
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	There are no known issues with access to this department.
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	Department staff see the following as desire amenities to add to County facilities: Covered parking, onsite food, plenty of restrooms.

Placer County Government Center Master Plan Update

County Counsel - Qualitative Requirements

SERVICE ANALYSIS

Department Function	Provides legal advice, legal representation, and judicial and administrative proceedings on the full range of County activities, initiatives, and issues.			
Consumer Group – Internal and/or External	The County Counsel department interfaces with County Boards, commissions, officers, elected officials, departments, offices, certain special districts and their employees.			
	100% of their service time is directed to internal County support.			
	The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:			
		Current	2027	2037
	In-person @ Department Office	20%	N/A	N/A
	In Person in Field or Off-Site	15%	N/A	N/A
	Phone Call	5%	N/A	N/A
Department Self-Assessment on their Level of Service and Efficiency	Online	60%	N/A	N/A
	Other	0%	N/A	N/A
	The department listed the following way in which their current service model is successful: <ul style="list-style-type: none">Close geographical proximity of their office to the Board of Supervisors and BOS/Clerk of the Board department office, CEO management team, and Board of Supervisor meeting locations are all valuable.			
	This department suggested the following ways in which they could increase efficiency: <ul style="list-style-type: none">Additional office space to accommodate staff and records.			
Evolution of Services	Significant changes are anticipated within the next 5 years as to the types of services the department provides; the focus of what legal services they support is impacted by changes to County initiatives, changes in law including State law expectations, and changes in external factors such as the economy.			
Impact of Physical Space on Service	The following conditions have the most ability to enhance their service capabilities: <ul style="list-style-type: none">Close proximity to BOS and CEO departmentsAddressing the space constraints for staff and records.			
Service Improvement Priorities – Internal & External	Refer to Department Service Improvement Priorities summary in Appendix B			
Miscellaneous	-			

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	The department's growth methodology is based on Caseload and historical experience.

Placer County Government Center Master Plan Update

County Counsel - Qualitative Requirements

	The key factors which may impact their rate of growth in the next 20 years are: economic changes, expansion or contraction of County initiatives, State obligations, and increases/ decreases in amount of litigation.
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	<p>The department's office and workstations are currently inadequate to support their work.</p> <p>The department currently utilizes collaborative workspaces and anticipates and a continuing increase in the use of collaborative workspaces over the next 10 to 20 years.</p> <p>The department does not currently have field workers or part-time staff.</p>
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	There are no known issues with access to this department.
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	-

Placer County Government Center Master Plan Update

CRE Clerk-Recorder-Registrar - Qualitative Requirements

SERVICE ANALYSIS

Department Function	<p>The CRE Clerk-Recorder-Registrar Department includes 3 separate divisions each of which have multiple functions:</p> <p>Clerk</p> <ul style="list-style-type: none">• Vital Records - Repository for birth, death and marriage vital records.• Marriages - Maintains the marriage vital records, issues marriage licenses, performs marriage ceremonies, and deputizes members of the public to perform marriage ceremonies. We also provide these services in our Lake Tahoe Satellite Office.• Filings / Registrations - Accepts documents for filing and public information / viewing. The filings include environmental impact reports, fictitious business name statements and various bonds and certifications. <p>Recorder</p> <ul style="list-style-type: none">• Real Property Land Records - Provides for the recordation, preservation and continuity of permanent records.• Passport Acceptance Agent - An authorized passport acceptance agent and accepts applications for new passports on behalf of the U.S. Department of State. <p>Registrar</p> <ul style="list-style-type: none">• Election Services - Conducts all federal, state, and county elections and, by request, conducts all municipal and local district elections for the voters of Placer County.• Voter Registration - Processes all voter registration requests / changes / cancellations for the voters of Placer County. Processes this data into and through the VoteCal statewide voter database. Process the Placer County portion of statewide initiative petitions and any local petitions that are circulated.• Candidate and Campaign Services - Assists officeholders, candidates and ballot measure committees with paperwork processing. Provides information to districts regarding offices up for election. Maintains the campaign financial disclosure website. Coordinates outreach programs.• Polls and Precincts - Recruits poll workers. Surveys polling place locations for ADA compliance and legal sufficiency.												
Consumer Group – Internal and/or External	<p>This department provides approximately 95% of its services to the public:</p> <ul style="list-style-type: none">• Citizens of Placer County; Placer County property owners; attorneys; Title Companies throughout the United States; Real Estate agencies; community businesses.• Placer County registered voters; local area high school students; Placer County cities, school districts and special districts.• All Placer County departments as needed for recording or election services <p>The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:</p> <table><tr><td></td><td>Current</td><td>2027</td><td>2037</td></tr><tr><td>In-person @ Department Office</td><td>90%</td><td>80%</td><td>70%</td></tr><tr><td>In Person in Field or Off-Site</td><td>2%</td><td>2%</td><td>5%</td></tr></table>		Current	2027	2037	In-person @ Department Office	90%	80%	70%	In Person in Field or Off-Site	2%	2%	5%
	Current	2027	2037										
In-person @ Department Office	90%	80%	70%										
In Person in Field or Off-Site	2%	2%	5%										

Placer County Government Center Master Plan Update

CRE Clerk-Recorder-Registrar - Qualitative Requirements

	Phone Call Online Other	6% 2% 0%	8% 10% 0%	10% 15% 0%
Department Self-Assessment on their Level of Service and Efficiency	<p>This department listed the following way in which their current service model is successful:</p> <ul style="list-style-type: none"> • Exceptional customer service to the public and all entities it serves, both for walk in customers and customers over the phone. • Exception storage and recording of public records which exceeds the required parameters listed by the federal and state guidelines. • Marriage ceremonies and recordings of vital records are above code required, and the wedding suite is among the nicest accommodations in the state. • Electronically recorded documents with plans to further increase their electronic recording capabilities. • Elections cycles run smoothly, providing in depth Candidate Workshops for new and returning candidates. The High School Voter Registration Outreach Program has been successfully running for 23 years. • Purchase of a ballot sorting machine that speeds up the counting process; results are easily loaded onto computer programs making the information more readily available to the public. • Digitization of old paper maps and records. • Adoption of an appointment only system for our passport services in order to more efficiently serve the public in obtaining passports (this service is auxiliary and not a regular function of the Clerk-Recorder's office). <p>This department suggested the following ways in which they could increase efficiency:</p> <ul style="list-style-type: none"> • Expand and update our warehouse facilities as our DeWitt campus facilities are rapidly deteriorating; recommend expansion to a more modern warehouse facility to better serve the public, and store historical documents and voting equipment. • Update of electronic recording program and increased electronic server capacity. <p>The following issues were forwarded for consideration in the Master Plan update:</p> <ul style="list-style-type: none"> • Proximity to any new warehouse facilities would be very beneficial, helping to decrease the costs associated with travel and maximizing overall workflow efficiencies. 			
Evolution of Services	<p>As Placer County's population increases, the demands for this department's services will increase. The bulk of Placer County's population is concentrated in south Placer, therefore, a need for a satellite office in the Rocklin/Roseville area may develop.</p> <p>The possibility for significant changes in voter services due to state or federal legislation or mandates is always present. For example, the state will institute election day voter registration in 2017 and is considering elimination of neighborhood polling places, replacing them with large "vote centers." At some point in time, California may become an all vote by mail state (similar to</p>			

Placer County Government Center Master Plan Update

CRE Clerk-Recorder-Registrar - Qualitative Requirements

	<p>other western states).</p> <p>Expanded electronic recordation of documents will also affect operations.</p>
Impact of Physical Space on Service	<p>The department's lobby and counter service area are too small and cramped for the amount of visitors: the department has seen an increase of customers using the lobby computers for deed and title or vital records searches. An increase in the passport applications at the service counter also contributes to a cramped lobby area.</p> <p>The existing warehouses are over 75 years old and are starting to show their age. New warehouse building would allow the department to move historical records bins out of the lobby, and relocate elections equipment and stored documents into a more secure, modern facility.</p> <p>Currently, the training of our precinct workers must be performed offsite, which comes with cost increases and logistical challenges. Access to a large training facility as part of our warehouse facility or at another county location designed for such purpose would be beneficial.</p> <p>The new wedding suite has provided a comfortable, modern facility for the public to utilize.</p>
Service Improvement Priorities – Internal & External	<p>Refer to Department Service Improvement Priorities summary in Appendix B</p> <p>There are no services offered in North Tahoe that are or will be affected by services offered in Western Placer County. Services that the department offers or will offer in North Tahoe will only increase over the next several years; they are monitoring this increase to determine any need for added staff in North Tahoe.</p>
Miscellaneous	-

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	The projected staffing growth is based on County population growth mitigated by expected technological advances. Over the next 20 years, the key feature which could impact this growth methodology is changes in voting processes and/or document recordation
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	<p>The department's office and workstations are currently inadequate to support their work.</p> <p>The department currently does not have collaborative workspaces, but</p>

Placer County Government Center Master Plan Update

CRE Clerk-Recorder-Registrar - Qualitative Requirements

	<p>anticipates the need for collaborative workspaces 5 years.</p> <p>The department currently has field workers or part-time staff; these staff need standard sized workstations (not smaller hoteling stations).</p>
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	Access is easy for staff and visitors, however feedback from the public indicates the parking lot is too far away from the building.
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	-

Placer County Government Center Master Plan Update

Department of Public Works & Facilities (DPW&F) Building Maintenance Shop - Qualitative Requirements

SERVICE ANALYSIS

Department Function	The DPW&F Building Maintenance division provides maintenance services for all County owned facilities; maintenance services can include HVAC, Electrical Lighting, Locks and Doors, Furniture repairs and move service, and Fire and Life Safety. The department includes a small construction crew that executes projects and performs work outside of regular maintenance.																										
Consumer Group – Internal and/or External	<p>This division serves all the departments of the County, through either maintenance of the facility or custodial services.</p> <p>Approximately 95% of their service time is directed to internal County support.</p> <p>The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:</p> <table><tr><td></td><td>Current</td><td>2027</td><td>2037</td></tr><tr><td>In-person @ Department Office</td><td>5%</td><td>5%</td><td>5%</td></tr><tr><td>In Person in Field or Off-Site</td><td>75%</td><td>75%</td><td>75%</td></tr><tr><td>Phone Call</td><td>15%</td><td>10%</td><td>10%</td></tr><tr><td>Online</td><td>5%</td><td>10%</td><td>10%</td></tr><tr><td>Other</td><td>0%</td><td>0%</td><td>0%</td></tr></table>				Current	2027	2037	In-person @ Department Office	5%	5%	5%	In Person in Field or Off-Site	75%	75%	75%	Phone Call	15%	10%	10%	Online	5%	10%	10%	Other	0%	0%	0%
	Current	2027	2037																								
In-person @ Department Office	5%	5%	5%																								
In Person in Field or Off-Site	75%	75%	75%																								
Phone Call	15%	10%	10%																								
Online	5%	10%	10%																								
Other	0%	0%	0%																								
Department Self-Assessment on their Level of Service and Efficiency	<p>This department listed the following way in which their current service model is successful:</p> <ul style="list-style-type: none">The facilities at the DeWitt campus are close to each other; moving assets or responding to issues there seems to be effective. The outlying facilities are not as convenient to move between. <p>This department suggested the following ways in which they could increase efficiency:</p> <ul style="list-style-type: none">Provide onsite assets and/or workspace at each facility so that personnel can do some work while at a building rather than having to go back and forth between the central shop and the site where services are being performed. <p>The following issues were forwarded for consideration in the Master Plan update:</p> <ul style="list-style-type: none">Building services should be able to be isolated easily.Water should be isolated easily.																										
Evolution of Services	<p>Increase in building space will increase staffing within our division. Although more space will be needed, reuse of current space will meet the need. Security of assets is a future concern.</p> <p>In the coming years, the department anticipate a trend to hire employees to perform services that are currently contracted and outsourced.</p>																										
Impact of Physical Space on Service	<p>The old barracks are difficult to navigate for services, access for repairs is time consuming because of location of equipment.</p>																										
Service Improvement Priorities – Internal & External	<p>Refer to Department Service Improvement Priorities summary in Appendix B</p>																										

Placer County Government Center Master Plan Update

Department of Public Works & Facilities (DPW&F) Building Maintenance Shop - Qualitative Requirements

Miscellaneous	-
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RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	<p>This methodology is based on current under staffing and future growth of facility square footage, along with work order projection increases over the past 5 years.</p> <p>Key factors which might impact the division's rate of growth:</p> <ul style="list-style-type: none"> • In the next 5 years - Increase in county occupied square footage • In the next 10 years - Age of facility inventory, and work order increase • In the next 20 years - Increase in services in more populated locations
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	<p>The department's office and workstations are currently inadequate to support their work. Location and space needs to be reorganized into a more work flow and open environment.</p> <p>The department currently utilizes collaborative workspaces and anticipates continuing growth in the use of collaborative workspaces over the subsequent 10 to 20 years.</p> <p>The department does currently have field workers or part-time staff; these staff can have smaller, hoteling-sized workstations.</p>
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	Public access to division office is not needed; their services is provided at the customer's (maintenance/repair) location.
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	-

Placer County Government Center Master Plan Update

Department of Public Works & Facilities (DPW&F) Capital Improvements - Qualitative Requirements

SERVICE ANALYSIS

Department Function	The DPW&F Capital Improvements division is responsible for the planning, programming, design and construction of all County facilities projects.																								
Consumer Group – Internal and/or External	<p>This division directly serves all County Departments in facilitating their services to the constituents of Placer County.</p> <p>100% of the division service time is internal to the County.</p> <p>The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:</p> <table><tr><td></td><td>Current</td><td>2027</td><td>2037</td></tr><tr><td>In-person @ Department Office</td><td>5%</td><td>5%</td><td>5%</td></tr><tr><td>In Person in Field or Off-Site</td><td>20%</td><td>15%</td><td>10%</td></tr><tr><td>Phone Call</td><td>15%</td><td>15%</td><td>10%</td></tr><tr><td>Online</td><td>60%</td><td>65%</td><td>75%</td></tr><tr><td>Other</td><td>0%</td><td>0%</td><td>0%</td></tr></table>		Current	2027	2037	In-person @ Department Office	5%	5%	5%	In Person in Field or Off-Site	20%	15%	10%	Phone Call	15%	15%	10%	Online	60%	65%	75%	Other	0%	0%	0%
	Current	2027	2037																						
In-person @ Department Office	5%	5%	5%																						
In Person in Field or Off-Site	20%	15%	10%																						
Phone Call	15%	15%	10%																						
Online	60%	65%	75%																						
Other	0%	0%	0%																						
Department Self-Assessment on their Level of Service and Efficiency	<p>This department listed the following way in which their current service model is successful:</p> <ul style="list-style-type: none">Current work environment supports our service delivery extremely well. <p>This department suggested the following ways in which they could increase efficiency:</p> <ul style="list-style-type: none">Direct proximities to members of the rest of the Facilities portion of DPW&F would foster increased efficiencies and collaboration. <p>The following issues were forwarded for consideration in the Master Plan update:</p> <ul style="list-style-type: none">Current pedestrian circulation between buildings (Departments/Divisions) at the PCGC is circuitous, not well defined and should be improved in the new master plan and its implementation.																								
Evolution of Services	<p>No significant changes are currently anticipated. Facility project funding sources may change over time, depending on the economy and County priorities.</p> <p>Evolving and advancing technologies will dictate methodologies associated with planning and construction implementation. The 10-20 year outlook may include less paper and a higher degree of digitally oriented information. This type of change would mean less space needed for large format drawings and greater dependence on visual display.</p>																								
Impact of Physical Space on Service	<p>The division listed the following as the most restrictive effect of physical space on service delivery:</p> <ul style="list-style-type: none">Limited access to reception and front counter for customers, visitors, vendors <p>The division listed the following as the most enhancing effect of physical space on service delivery:</p> <ul style="list-style-type: none">Existing office layout allows for strong project collaboration between																								

Placer County Government Center Master Plan Update

Department of Public Works & Facilities (DPW&F) Capital Improvements - Qualitative Requirements

	employees
Service Improvement Priorities – Internal & External	Refer to Department Service Improvement Priorities summary in Appendix B
Miscellaneous	<p>The division's existing delivery model, comprised of a central office location where activities occur that support the delivery of facility projects throughout the County, works well at our current location. Adequate space is not currently an issue; the current office has room for growth.</p> <p>This division is flexible as to its future spot within the master plan; adequate office space with close proximity to parking are the main considerations for our group. There is not much need for public reception or adjacencies with other departments outside of the other Facilities divisions. Capital Improvements could be located in office space in several locations across the PCGC campus, including at the CDRC or a consolidated department or division building within the Corporation Yard district or zone.</p>

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	<p>The growth projection is based on assumed continuation of steady County population growth and potential funding availability, through County revenues, for necessary on-going needs for existing and new facility projects.</p> <p>The key factors which might impact the division's rate of growth include availability of project funding based on County leadership and BOS interest/priorities in the next 5 years, with County/State/National economic growth or downturn impacting the 10 to 20 year horizon.</p>
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	<p>The division's office and workstations are anticipated to become inadequate to support their work within 5 years. In 10-20 years, changing construction documentation technologies and potential service delivery methodologies may evolve which would impact their office space approach.</p> <p>The department currently does not have collaborative workspaces, but anticipates the need for collaborative workspaces 10 years.</p> <p>The department currently has field workers or part-time staff; these staff should have standard sized workstations (not hoteling stations).</p>
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C

Placer County Government Center Master Plan Update

Department of Public Works & Facilities (DPW&F) Capital Improvements - Qualitative Requirements

Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	The division has limited customer and visitor access based on the distance and separation between our office location and main building reception; their second floor location is not ADA accessible.
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary and Department Adjacency Diagram in Appendix C
Miscellaneous	<p>Inter-department/division campus connectivity should be strengthened through pedestrian and open space design much like other types of professional multi-building campuses where efficiency and collaboration are corporate priorities. If outdoor connecting design elements are located and implemented well, customers and employees alike will benefit. Linking existing building entry points with overall pedestrian circulation will tie the campus together and provide a cohesiveness that is currently lacking at the macro level.</p> <p>The building the division is currently housed in is sufficient for their purposes. While efficiently laid out and comfortable, being in an existing older building the current environment is less than ideal when compared to contemporary office space design concepts and other newer buildings on the PCGC campus.</p> <p>There has been discussion of the Facilities portion of DPW&F moving to CDRC with HHS Administration moving to a potential new main HHS building.</p> <p>From a Facilities perspective, there are increasing pressures to study the consolidation of the Fulweiler services at a central location.</p>

Placer County Government Center Master Plan Update

Department of Public Works & Facilities (DPW&F) Engineering - Qualitative Requirements

SERVICE ANALYSIS

Department Function	The Department of Public Works & Facilities (DPW&F) Engineering division is responsible for planning, permitting and delivering various transportation projects from roadway widening, bridge maintenance and reconstruction, pedestrian and bicycle paths. The division is also responsible for traffic safety and traffic operations on County maintained roadways, as well as planning and identifying the future roadway network to support the anticipated growth.																											
Consumer Group – Internal and/or External	<p>The DPW&F Engineering division serves all of the public who use County Maintained Roadways. The division also supports the development community during the planning and process of their land development projects.</p> <p>On a limited basis, Division staff members interact with residents who visit the division's front counter to discuss specific projects or concerns about traffic safety on specific roadways. Division staff also participate in meetings with the development community (typically scheduled through the CDRA and with consultant teams that are working on projects for our bridge and roadway engineers. These meetings occur with varying frequency.</p> <p>The following chart captures the approximate percentage of each type of interaction the division has with the people it serves:</p> <table><tr><td></td><td>Current</td><td>2027</td><td>2037</td></tr><tr><td>In-person @ Department Office</td><td>70%</td><td>70%</td><td>70%</td></tr><tr><td>In Person in Field or Off-Site</td><td>10%</td><td>10%</td><td>10%</td></tr><tr><td>Phone Call</td><td>10%</td><td>10%</td><td>10%</td></tr><tr><td>Online</td><td>10%</td><td>10%</td><td>10%</td></tr><tr><td>Other</td><td>0%</td><td>0%</td><td>0%</td></tr></table>					Current	2027	2037	In-person @ Department Office	70%	70%	70%	In Person in Field or Off-Site	10%	10%	10%	Phone Call	10%	10%	10%	Online	10%	10%	10%	Other	0%	0%	0%
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Phone Call	10%	10%	10%																									
Online	10%	10%	10%																									
Other	0%	0%	0%																									
Department Self-Assessment on their Level of Service and Efficiency	<p>The in-person contact at the division offices work well. When a person comes to the front counter and requests to speak with an engineer about a specific project or traffic concern, the engineer can come and talk with the concerned citizen. The layout of the front area provides several good locations to sit and talk.</p> <p>It would benefit efficiency if the County used a common scheduling system, whether Outlook or some other system, so meetings could be efficiently coordinated. It would also increase efficiency if staff were provided with fobs to provide access to all department and/or County facilities (within reason) without having to wait to be escorted.</p> <p>Because this division has limited interface with the public, the system in place in the CDRC building now seems to work well, however, it would be more efficient to have all of the various divisions within the DPW&F department in the same building and even in the same area of the building.</p>																											
Evolution of Services	An increase in the engineering services needed over the next 5, 10 and 20 years is anticipated, primarily due to the large development projects that have been approved or which are under review; Placer Vineyards, Regional University and Placer Ranch are examples of these large developments.																											
Impact of Physical Space on Service	Most restrictive aspect of the current facilities is the fragmentation of the department; the most enhanced is that the layout of the building we occupy today has increased interaction at staff level between the design group and the																											

Placer County Government Center Master Plan Update

Department of Public Works & Facilities (DPW&F) Engineering - Qualitative Requirements

	traffic group due to closer proximity.
Service Improvement Priorities – Internal & External	Refer to Department Service Improvement Priorities summary in Appendix B There are no anticipated impacts to/from services in North Tahoe.
Miscellaneous	-

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C.
Growth Methodology	The staff projections are based on the anticipation of County population growth and will be impacted by the rate at which the County experiences growth.
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C.
Parking	Refer to Projected Department Parking Needs Summary in Appendix C.
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C.
Office Configuration	This division anticipates their current office space will become inadequate to support their division's work around the year 2027. They do not currently see a shift from their existing workstation/office standards to smaller workspaces with more collaboration space as being beneficial to their work needs.
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C.
Storage	Refer to Storage Area Needs Assessment in Appendix C.
Access to Department Offices	Visitor access to Engineering division office currently works well.
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C.
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	-

Placer County Government Center Master Plan Update

Department of Public Works & Facilities (DPW&F) Environmental Utilities - Qualitative Requirements

SERVICE ANALYSIS

Department Function	The Environmental Utilities Division manages Placer County’s wastewater, solid waste, and public water systems in unincorporated portions of the County. This involves the maintenance and operation of sanitary sewer collection systems, sewer lift stations, water supply systems, garbage collection and recycling, one active landfill and closed landfills.																											
Consumer Group – Internal and/or External	<p>Our division serves the public, developers, outside agencies and internal County agencies.</p> <p>Approximately 90% of our services are provided to the public. The remaining 10% serves internal and external agencies.</p> <p>The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:</p> <table><tr><th></th><th>Current</th><th>2027</th><th>2037</th></tr><tr><td>In-person @ Department Office</td><td>30%</td><td>30%</td><td>30%</td></tr><tr><td>In Person in Field or Off-Site</td><td>40%</td><td>40%</td><td>40%</td></tr><tr><td>Phone Call</td><td>20%</td><td>20%</td><td>20%</td></tr><tr><td>Online</td><td>5%</td><td>5%</td><td>5%</td></tr><tr><td>Other</td><td>5%</td><td>5%</td><td>5%</td></tr></table>					Current	2027	2037	In-person @ Department Office	30%	30%	30%	In Person in Field or Off-Site	40%	40%	40%	Phone Call	20%	20%	20%	Online	5%	5%	5%	Other	5%	5%	5%
	Current	2027	2037																									
In-person @ Department Office	30%	30%	30%																									
In Person in Field or Off-Site	40%	40%	40%																									
Phone Call	20%	20%	20%																									
Online	5%	5%	5%																									
Other	5%	5%	5%																									
Department Self-Assessment on their Level of Service and Efficiency	<p>Our services are primarily delivered off campus as we are essentially a utility provider. Our in office services are primarily related to Land Development. This requires regular face to face meetings to discuss plans and studies.</p> <p>n/a</p> <p>It is beneficial for our team to have direct contact with other members of the County that perform land development related services. It is also important for our field staff to have a location to store, maintain and stage equipment on the campus.</p>																											
Evolution of Services	We anticipate some changes to the types of services we provide over the next 20 years. This may include managing additional programs such as recycled water and groundwater management. We also anticipate that our staff may need to grow to deal with added growth in our service areas.																											
Impact of Physical Space on Service	At times we have difficulty finding large enough conference rooms for meetings. Benefits of current situation include the close proximity to other Departments who have land development roles.																											
Service Improvement Priorities – Internal & External	<p>Refer to Department Service Improvement Priorities summary in Appendix B</p> <p>Changes to North Tahoe services should not significantly impact the Environmental Utilities Division, however we do provide garbage collection and processing in Eastern Placer County near Truckee.</p>																											
Miscellaneous	As we provide sewer service to the site, we would like to be very involved in the master planning effort as it relates to sewer.																											

RESOURCE ANALYSIS

Placer County Government Center Master Plan Update

Department of Public Works & Facilities (DPW&F) Environmental Utilities - Qualitative Requirements

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	<p>The above growth projections are based on anticipated population growth in the County (and in return sewer service area growth) as well as the potential for taking on additional County programs and projects.</p> <p>Key factors might impact your Department/Division's rate of growth</p> <p>2022 (5 year projection): The rate of population growth in the County as well as the addition of new program and project responsibilities.</p> <p>2027 (10 year projection): Same as above.</p> <p>2037 (20 year projection): Same as above.</p>
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	<p>Current offices and workstations adequately support Department/Division's work in 2022 (5 year projection) but not in 2027 or 2037.</p> <p>"WE" spaces are not utilized now and no change seen for the future.</p> <p>Field Workers or Part-Time Staff space can be smaller "hoteling" spaces and no change seen for the future.</p>
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	Mostly easy, there is some difficulty in bringing them back to meeting rooms that are in internal locations.
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary

Placer County Government Center Master Plan Update

Department of Public Works & Facilities (DPW&F) – Facilities Administration - Qualitative Requirements

SERVICE ANALYSIS

Department Function	The DPW&F Facilities Administration division is responsible for the DPW&F department's HR budgets and finance.			
Consumer Group – Internal and/or External	Approximately 25% of their service time is directed to the public (vendors) with the remaining 75% spent on internal County support.			
	The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:			
		Current	2027	2037
	In-person @ Department Office	10%	10%	10%
Phone Call / Online	90%	90%	90%	
Department Self-Assessment on their Level of Service and Efficiency	<p>This department suggested the following ways in which they could increase efficiency:</p> <ul style="list-style-type: none">Current location is better as the division is centrally located with the Facilities Division. Public Works and Facilities is going to be combined and Facilities - Administration is moving to CDRC in October of this year. The new location is disconnected from other Facilities <p>The following issues were forwarded for consideration in the Master Plan update:</p> <ul style="list-style-type: none">Public Works & Facilities Admin divisions are going to be combined			
Evolution of Services	-			
Impact of Physical Space on Service	-			
Service Improvement Priorities – Internal & External	Refer to Department Service Improvement Priorities summary in Appendix B			
Miscellaneous	<p>For consideration during the master plan update, the division noted the following as having a potential impact on their future service delivery:</p> <ul style="list-style-type: none">County wide services access to each other, access within department and need for more parking			

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	There is no specific growth methodology as there have been only slight changes over the years (only 1 additional FTE in the past 10 years).
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C

Placer County Government Center Master Plan Update

Department of Public Works & Facilities (DPW&F) – Facilities Administration - Qualitative Requirements

Office Configuration	<p>The department's office and workstations are currently inadequate to support their work.</p> <p>The department currently has field workers or part-time staff; these staff should have standard sized workstations (not hoteling stations).</p>
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	-
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	-

Placer County Government Center Master Plan Update

Department of Public Works & Facilities (DPW&F) Museums - Qualitative Requirements

SERVICE ANALYSIS

Department Function	The DPW&F Museums division preserves historic records, documents, photographs, maps and objects and makes them available to the public. They use these materials to interpret history through exhibits and programs and to assist Placer County schools with educating students about local and state history.																										
Consumer Group – Internal and/or External	<p>Approximately 99% of their service time is directed to the public – both citizens of Placer County and visitors from other areas.</p> <p>The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:</p> <table><tr><td></td><td>Current</td><td>2027</td><td>2037</td></tr><tr><td>In-person @ Department Office</td><td>70%</td><td>70%</td><td>65%</td></tr><tr><td>In Person in Field or Off-Site</td><td>5%</td><td>5%</td><td>5%</td></tr><tr><td>Phone Call</td><td>15%</td><td>2%</td><td>0%</td></tr><tr><td>Online</td><td>10%</td><td>23%</td><td>30%</td></tr><tr><td>Other</td><td>0%</td><td>0%</td><td>0%</td></tr></table>				Current	2027	2037	In-person @ Department Office	70%	70%	65%	In Person in Field or Off-Site	5%	5%	5%	Phone Call	15%	2%	0%	Online	10%	23%	30%	Other	0%	0%	0%
	Current	2027	2037																								
In-person @ Department Office	70%	70%	65%																								
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Phone Call	15%	2%	0%																								
Online	10%	23%	30%																								
Other	0%	0%	0%																								
Department Self-Assessment on their Level of Service and Efficiency	<p>This department listed the following way in which their current service model is successful:</p> <ul style="list-style-type: none">Most of the division’s visitors are walk-ins; this works well for as people prefer to see the real thing, but the division’s web presence is growing. <p>This department suggested the following ways in which they could increase efficiency:</p> <ul style="list-style-type: none">Implement a better web-based system for preparing to visit the museums or archivesMake more of the County’s collection and exhibits accessible for those who cannot make the trip to Placer County. <p>The following issues were forwarded for consideration in the Master Plan update:</p> <ul style="list-style-type: none">Parking at our Archives.																										
Evolution of Services	In the upcoming years, the division sees a need to develop a web-based system for the public to access more of the collection and to prepare for visits. Additionally, they see an expansion of public hours at the archives to include Saturdays.																										
Impact of Physical Space on Service	The lack of parking for the archives restricts access to the facility.																										
Service Improvement Priorities – Internal & External	Refer to Department Service Improvement Priorities summary in Appendix B																										
Miscellaneous	<p>The division would greatly benefit from two things:</p> <ul style="list-style-type: none">Better parking specifically for the archivesMore commercial use of the DeWitt campus (i.e. Costco). Currently, the DeWitt History Museum is not open on weekends because the campus is empty other than homeless and recently paroled																										

Placer County Government Center Master Plan Update

Department of Public Works & Facilities (DPW&F) Museums - Qualitative Requirements

	<p>individuals. The museum volunteers are afraid to work there on weekends when they will be five miles away from the nearest staff member (historic Courthouse). Commercial projects like the Costco project will help to change the dynamic of the campus on weekends (and weekdays) and will overtime create a more inviting atmosphere for families.</p> <p>Development of some outdoor interpretation areas around the campus would suggested for consideration in the master plan.</p>
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RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	The division's growth methodology is based on their caseload programs are expanded. The main key factor which may impact the division's rate of growth is budget.
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	<p>The division's office and workstations are currently adequate to support their work.</p> <p>The division currently has collaborative workspaces, and anticipates continuing growth in the need for and use of collaborative workspaces over the next 20 years.</p> <p>The division currently has field workers or part-time staff; these staff can have smaller, hoteling-sized workstations. The need for these smaller, hoteling stations is anticipated to increase by 11% over the next 5 years and another 11% over the 10-20 year timespan.</p>
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	It is easy to access the facility once you have found a parking space.
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	-

Placer County Government Center Master Plan Update

Department of Public Works & Facilities (DPW&F) Parks - Qualitative Requirements

SERVICE ANALYSIS

Department Function	<p>The DPW&F Parks and Grounds Division provides for: park planning and development services; maintains and operates parks, trails and open space for visitors and residents of the County. The maintenance and project staff headquartered at the campus maintain grounds not only at Dewitt, but also at locations in the surrounding area.</p> <p>The division interacts with developers, citizens, and interested parties in pursuit of land use entitlement conditioning; planning, design and development for parks, trails, and related facilities; park operations including requests to reserve park facilities and coordination and facilitation of park recreational programming.</p>																								
Consumer Group – Internal and/or External	<p>The Parks and Grounds Division serves citizens, visitors, employees, developers, elected and appointed officials through planning, design, development, maintenance, operations and programming of parks, open space, trails, and designated landscaped areas and city facilities the maintenance of landscaping at County facilities.</p> <p>Approximately 75% of their service time is directed to the public with the remaining 25% spent on internal County support.</p> <p>The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:</p> <table><tr><td></td><td>Current</td><td>2027</td><td>2037</td></tr><tr><td>In-person @ Department Office</td><td>25%</td><td>20%</td><td>20%</td></tr><tr><td>In Person in Field or Off-Site</td><td>20%</td><td>20%</td><td>20%</td></tr><tr><td>Phone Call</td><td>20%</td><td>15%</td><td>15%</td></tr><tr><td>Online</td><td>35%</td><td>45%</td><td>45%</td></tr><tr><td>Other</td><td>0%</td><td>0%</td><td>0%</td></tr></table>		Current	2027	2037	In-person @ Department Office	25%	20%	20%	In Person in Field or Off-Site	20%	20%	20%	Phone Call	20%	15%	15%	Online	35%	45%	45%	Other	0%	0%	0%
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Other	0%	0%	0%																						
Department Self-Assessment on their Level of Service and Efficiency	<p>This department listed the following way in which their current service model is successful:</p> <ul style="list-style-type: none">Regular and highly visible presence in the communityEasily accessible to those needing its services, which enhance the quality of life, health and well-being for county citizens.Provide a friendly and responsive face to a critical part of County government. <p>This department suggested the following ways in which they could increase efficiency:</p> <ul style="list-style-type: none">Increase the digital presence of the park system by establishing an on-line reservation system to better facilitate public use of park facilities.Increase contracted landscape maintenance services to free division staff to enable the following:<ul style="list-style-type: none">Increase ability to react to emergencies and non-scheduled maintenance and major maintenance needs.Increase ability to react to staffing shortages due to illness, vacation and attrition specialized projects and tasks.Increase ability to facilitate implementation of capital park projects, special projects, etc.Increase ability for creative, out-of-the-box thinking—thereby improving morale and pride of ownership in various jobs																								

Placer County Government Center Master Plan Update

Department of Public Works & Facilities (DPW&F) Parks - Qualitative Requirements

	<p>The following issues were forwarded for consideration in the Master Plan update:</p> <ul style="list-style-type: none"> • Current customer interface set-up seems inefficient, confusing and generally not user friendly • Need improvement in the ability to interact with other divisions in the department and CDRC, with ease of access to partner departments and divisions to provide more efficient and collaborative service.
Evolution of Services	<p>Incremental addition of parks, open space areas and trails will require adjustment of service delivery over the next 5 years.</p> <p>Advance purchasing of landscape and site development construction materials will facilitate smooth delivery of projects. (These materials include picnic tables, trash cans, shade structures. They do not include bulk soil, sand or gravel.)</p>
Impact of Physical Space on Service	<p>Service capabilities at the division's current facilities are restricted by:</p> <ul style="list-style-type: none"> • Separation of Parks Division managers in Building 210 (Parks Superintendent from Senior Supervising P&G Workers), which complicates the flow of information. • Separation of operational facilities (Buildings 308, 430, 210). Similar functions operating out of three facilities that are geographically separated create inefficiencies. • Ideally all managers, supervisors, and general staff should be somewhat close to each other <p>Service capabilities at the division's current facilities are enhanced by:</p> <ul style="list-style-type: none"> • Proximity to other DPW&F divisions that regularly support Parks' mission (Property Management, Building Maintenance, Capital Improvements) • Adequate meeting and storage space
Service Improvement Priorities – Internal & External	<p>Refer to Department Service Improvement Priorities summary in Appendix B</p> <p>The division manages contracts with Public Utility Districts, who maintain County Parks and trails at North Tahoe. There may be an increase in Parks' presence at the Lake for enhanced oversight and interaction with citizens and county staff. This will not affect the facility needs of staff in Auburn.</p>
Miscellaneous	<p>The division noted the following for consideration in the development of the master plan:</p> <ul style="list-style-type: none"> • Storm water management regulations require covered storage areas for many items that we currently store outside. Tractors, fuel, landscape materials such as mulch, sand and gravel will now require covers. Accordingly, lay-down space, staging areas, and general outdoor areas may need to be larger to accommodate driveways, and maneuvering to and in between covered areas.

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
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Placer County Government Center Master Plan Update

Department of Public Works & Facilities (DPW&F) Parks - Qualitative Requirements

Growth Methodology	<p>The division's growth methodology is based on project workload (ie. Specialized construction/maintenance work, which is not contracted for). There is anticipated to be a future emphasis on park major maintenance and capital projects to be performed by in-house staff while landscape maintenance to largely be contracted out. Maintenance staff will still be required to monitor, inspect and manage landscape maintenance contracts.</p> <p>The County's and Department's budgetary model is the key factor which might impact the division's rate of growth.</p>
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	<p>The department's office and workstations are currently adequate to support their work, but not necessarily optimal. This department employs staff that deal with large drawings, maps, etc. Office space must be capable of rolling out large plans; drawing tables or large flat surfaces are required.</p> <p>The department currently does not have collaborative workspaces and does not foresee the need for them.</p> <p>The department currently has field workers or part-time staff; these staff should have standard sized workstations (not hoteling stations).</p>
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	Access to the facilities seems confusing to the general public. Good wayfinding and signage is important.
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	<p>Division staff see the following as items that need to be addressed in Placer County Government Center:</p> <ul style="list-style-type: none"> The campus should be designed with good line of sight to all areas of non-secured public access in order to avoid attractive places for loitering, refuse and illicit activity. Utilize principles of Crime Prevention through Environmental Design (CPTED). Odor migration from the morgue has created an intermittent nuisance for staff in adjacent buildings. Ultimate campus design should contain and correct this issue. <p>Division staff see the following as desire amenities to add to County facilities:</p> <ul style="list-style-type: none"> This campus has the opportunity to serve both employees and the general public with recreational facilities and landscape

Placer County Government Center Master Plan Update

Department of Public Works & Facilities (DPW&F) Parks - Qualitative Requirements

demonstrations:

- Many employees participate in a wellness program that gets them out walking or jogging during breaks and off time. Also, hike and bike trails are a very popular public amenity. The campus should be outfitted with a loop trail with interconnecting walkways
- With residential areas adjacent to and within a mile of the campus, a neighborhood park located on campus would similarly serve the public and staff. A neighborhood park could be used as a demonstration park that could demonstrate standard park development practices and site furnishings/amenities. Such parks spaces could be counted towards compliance with various park service standards of the National Recreation and Parks Association and the Trust for Public Land guidelines.
- The entire campus should be considered a demonstration of drought tolerant and low maintenance landscape standards. Additionally, the campus could demonstrate other landscape strategies to improve stormwater quality and runoff issue--such as bioswales.
- Through these amenities this could increase positive and healthy public use and presence on the campus, thus diffusing and discouraging the congregation/loitering of the homeless population.

Placer County Government Center Master Plan Update

Department of Public Works & Facilities (DPW&F) Property Management - Qualitative Requirements

SERVICE ANALYSIS

Department Function	The DPW&F Property Management division provides real estate services including leasing, property management, and acquisitions of real property.																								
Consumer Group – Internal and/or External	<p>The division serves Placer County residents, Placer County Departments, and businesses / nonprofits interested in leasing / purchasing / selling property.</p> <p>The percent of total service time per division Program is as follows:</p> <ul style="list-style-type: none">• 19% of service is to the County as tenant (100% Internal to County)• 17% of service is for Acquisitions — we work with private parties to acquire property for County purposes• 24% of service is Asset Management (100% is serving the general public, including other governmental entities)• 26% of service is Economic Development (100% is to sell property / acquire property from / to private parties)• The remaining 14% is Overhead <p>The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:</p> <table><tr><td></td><td>Current</td><td>2027</td><td>2037</td></tr><tr><td>In-person @ Department Office</td><td>30%</td><td>20%</td><td>20%</td></tr><tr><td>In Person in Field or Off-Site</td><td>10%</td><td>20%</td><td>20%</td></tr><tr><td>Phone Call</td><td>25%</td><td>20%</td><td>20%</td></tr><tr><td>Online</td><td>30%</td><td>40%</td><td>40%</td></tr><tr><td>Other</td><td>0%</td><td>0%</td><td>0%</td></tr></table>		Current	2027	2037	In-person @ Department Office	30%	20%	20%	In Person in Field or Off-Site	10%	20%	20%	Phone Call	25%	20%	20%	Online	30%	40%	40%	Other	0%	0%	0%
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Other	0%	0%	0%																						
Department Self-Assessment on their Level of Service and Efficiency	<p>This department listed the following way in which their current service model is successful:</p> <ul style="list-style-type: none">• Ability to work in a collaborative fashion.• Interact frequently with management staff, ability to arrange / schedule / participate in conference calls / video conferencing easily.• Have multi-media available at meetings so can view on-line resources, internal files/documents on the fly during discussions.• Accessibility to internal divisions of our department and other County departments such as Planning, Engineering Surveying, County Counsel, CEO, and several other client departments <p>This department suggested the following ways in which they could increase efficiency:</p> <ul style="list-style-type: none">• To be more proximate with County CDRA, fellow DPW&F, and County Counsel staff. Being in an older building away from the majority of personnel is somewhat isolating and limiting to sharing of information/relationship development. <p>The following issues were forwarded for consideration in the Master Plan update:</p> <ul style="list-style-type: none">• There is not a lot of customer interface in the office; infrequent visits from tenants/customers but would be good to have a central reception to receive them when they arrive.• Need for Wi-Fi and current technology to allow more convenient access to information.• Having environment where staff can interact and share information is important (open floor plan vs. hard office). Much of their product is prepared electronically so it is important to be able to access files at																								

Placer County Government Center Master Plan Update

Department of Public Works & Facilities (DPW&F) Property Management - Qualitative Requirements

	multiple locations (e.g., Wi-Fi compatibility).
Evolution of Services	Division staff are more frequently traveling to Tahoe to perform their work; they need to have workstations available for staff who report to Tahoe to allow them to be most effective / efficient.
Impact of Physical Space on Service	The most restrictive aspects of the current facility on their ability to provide services is the age of the building, poor heating system which makes winter uncomfortable, and an unattractive and poorly laid out space. The division needs more women's restroom facilities, lounge areas, and showers and lockers for those that exercise.
Service Improvement Priorities – Internal & External	Refer to Department Service Improvement Priorities summary in Appendix B Division staff will grow incrementally with Special Economic Development projects in North Tahoe and South Placer. They are also seeing increased workload to address housing. This requires greater collaboration with other Departments. Could benefit from office space/work areas in both North Tahoe and South Placer.
Miscellaneous	The division would like County consideration of telework as a means to allow greater home / work balance and increase capacity of facilities.

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	The division's growth methodology is based on caseload/backlog and anticipated work load. Over the next 5 years, the division anticipates increased demand for services in Eastern and West Placer and a greater demand for County owned land for commercial/housing/tourism development.
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	The department's office and workstations are currently inadequate to support their work. They need more enclosed space to hold impromptu group meetings / conference calls, and enclosed offices so noise associated with group meetings / calls don't disturb others in cubicle setting. There is insufficient space/layout to increase workstation quantity to house additional staff. The department currently does not have collaborative workspaces, but anticipates the need for collaborative workspaces within 5 years and a continuing 30% growth in the use of collaborative workspaces 20 years. The department currently has field workers or part-time staff; these staff can

Placer County Government Center Master Plan Update

Department of Public Works & Facilities (DPW&F) Property Management - Qualitative Requirements

	have smaller, hoteling-sized workstations.
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	Access to division offices, however, given two separate addresses it is sometimes confusing for people trying to visit our building for the first time.
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	<p>The division had the following additional notes for the Master Plan development.</p> <ul style="list-style-type: none">• The PCGC should be preserved for Government Functions and revenue generating opportunities. Other areas in Auburn are more conducive to recreation, arts, culture (e.g., Downtown Auburn, Regional Park).• A center that provides convenient, attractive and functional facilities for interaction/business among County employees, partner agencies and the public should be its top priority.• Modern, functional, comfortable, safe and attractive facilities would help with employee engagement, retention and recruitment.

Placer County Government Center Master Plan Update

Department of Public Works & Facilities (DPW&F) – Public Works Administration - Qualitative Requirements

SERVICE ANALYSIS

Department Function	The DPW&F Public Works Administration division provides daily accounting functions for eight operating divisions; this includes Accounts Payable, Accounts Receivable, Fleet Inventory control, Asset Inventory control, project billing for construction projects, daily transit bus fare deposits, daily permit deposits, daily project construction revenue deposits, project construction vendor payments, and permit billings. They provide I.T. support from technical PC and Printer support, project management on new IT software systems; and maintenance on I.T. software systems including database management services. The division also provides Personnel support for the divisions we serve.																											
Consumer Group – Internal and/or External	<p>The division manages and supports the department’s eight operating divisions - Engineering, Storm Water, Road Maintenance, Placer County Transit, Tahoe Area Regional Transit, Fleet Operations, Blue Canyon Airport, and Special District Flood Control.</p> <p>Approximately 95% of their service time is directed internal to County.</p> <p>The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:</p> <table><tr><td></td><td>Current</td><td>2027</td><td>2037</td></tr><tr><td>In-person @ Department Office</td><td>5%</td><td>5%</td><td>5%</td></tr><tr><td>In Person in Field or Off-Site</td><td>5%</td><td>5%</td><td>5%</td></tr><tr><td>Phone Call</td><td>85%</td><td>85%</td><td>85%</td></tr><tr><td>Online</td><td>5%</td><td>5%</td><td>5%</td></tr><tr><td>Other</td><td>0%</td><td>0%</td><td>0%</td></tr></table>					Current	2027	2037	In-person @ Department Office	5%	5%	5%	In Person in Field or Off-Site	5%	5%	5%	Phone Call	85%	85%	85%	Online	5%	5%	5%	Other	0%	0%	0%
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Department Self-Assessment on their Level of Service and Efficiency	<p>This division listed the following way in which their current service model is successful:</p> <ul style="list-style-type: none">All payables, invoices come to the department to be processed. Inactions with vendors are done by phone with some interaction on-line. IT personnel occasionally have to go to field sites to assist County Personnel located off site. Personnel issues typically dealt with over the phone and/or on-line. Personnel Liaison occasionally goes to one of the other department sites. <p>The following issues were forwarded for consideration in the Master Plan update:</p> <ul style="list-style-type: none">Majority of documents the accounting staff process come via US Postal Service or interoffice mail.I.T. staff will continue to provide field service for pc/printer/system issues for departments not located in the same building. Much of the support provided by the Personnel Liaison is done either by phone and/or on-line.Documents are submitted mainly on-line and sometimes inter-office mail.																											
Evolution of Services	-																											
Impact of Physical Space on Service	This division shares a common parking lot that serves the public and two other divisions housed within our building. On Thursdays when the Planning Commission is in session, proximate parking is limited.																											

Placer County Government Center Master Plan Update

Department of Public Works & Facilities (DPW&F) – Public Works Administration - Qualitative Requirements

Service Improvement Priorities – Internal & External	Refer to Department Service Improvement Priorities summary in Appendix B
Miscellaneous	-

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	The division's growth methodology is based on population growth and changing process complexities (transparency, accountability, policies and procedures).
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	<p>The department's office and workstations are anticipated to become inadequate to support their work within 10 years. The number of vacant offices/cubicles varies based on needs/utilization of Engineering, Transportation, Water Quality, and Admin Divisions sharing common space at this facility. Capacity to grow will be influenced by future needs of all divisions. Assuming all grow at similar rates (10-20%), space may be unavailable when needed.</p> <p>The department does not utilize collaborative workspaces.</p> <p>The department does not currently have field workers or part-time staff.</p>
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	Easy access – but everyone must wear badges with different permissions within the interior/exterior of the building.
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	-

Placer County Government Center Master Plan Update

Farm Advisor - Qualitative Requirements

SERVICE ANALYSIS

Department Function	The UC Cooperative Extension Farm Advisor provides educational and research information and programs for the citizens of Placer County. Programs include: Horticulture and Small Farms, Livestock and Natural Resources, 4-H Youth Development, Nutrition Education, and Master Gardener. The Farm Advisor Department manages the Senior Community Garden located south of Building 306.																																					
Consumer Group – Internal and/or External	<p>The Farm Advisor provides serves the following:</p> <table><tr><td>Horticulture and Small Farms:</td><td>Farmers</td></tr><tr><td>Livestock and Natural Resources:</td><td>Ranchers, land owners with ponds and pasture land</td></tr><tr><td>4-H Youth Development:</td><td>Youth (preschool –high school), adult volunteers and educators</td></tr><tr><td>Nutrition Education:</td><td>School classrooms and lunchrooms, Afterschool programs, Early Head Start, Head Start, Food Banks, and WIC Recipients</td></tr><tr><td>Master Gardeners / Master Composters:</td><td>Home gardeners, educators and schools, community groups</td></tr></table> <p>The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:</p> <table><tr><td></td><td>Current</td><td>2027</td><td>2037</td></tr><tr><td>In-person @ Department Office</td><td>25%</td><td>25%</td><td>25%</td></tr><tr><td>In Person in Field or Off-Site</td><td>25%</td><td>25%</td><td>25%</td></tr><tr><td>Phone Call</td><td>25%</td><td>25%</td><td>25%</td></tr><tr><td>Online</td><td>25%</td><td>25%</td><td>25%</td></tr><tr><td>Other</td><td>0%</td><td>0%</td><td>0%</td></tr></table>				Horticulture and Small Farms:	Farmers	Livestock and Natural Resources:	Ranchers, land owners with ponds and pasture land	4-H Youth Development:	Youth (preschool –high school), adult volunteers and educators	Nutrition Education:	School classrooms and lunchrooms, Afterschool programs, Early Head Start, Head Start, Food Banks, and WIC Recipients	Master Gardeners / Master Composters:	Home gardeners, educators and schools, community groups		Current	2027	2037	In-person @ Department Office	25%	25%	25%	In Person in Field or Off-Site	25%	25%	25%	Phone Call	25%	25%	25%	Online	25%	25%	25%	Other	0%	0%	0%
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Department Self-Assessment on their Level of Service and Efficiency	<p>This department listed the following way in which their current service model is successful:</p> <ul style="list-style-type: none">Farm Advisor programs provide instruction and information sought after by the public; we shift program emphasis to meet community needs and provide a wealth of information on our websites, through our newsletters and over the phone.In person services are provided to walk-ins at their lobby counter, by appointment for office consultations, in the field and through workshops held in their conference room and other county venues. <p>This department suggested the following ways in which they could increase efficiency:</p> <ul style="list-style-type: none">Increase the public spaces used for in-person services to increase the number of people served.Provide conference / training room to accommodate 60 people (existing one currently only holds 30).Lobby needs to be larger and front counter space enlarged to serve more than one client at a time.More parking and an ADA entrance to accommodate customers.Improved access to warehouse space for safe loading and unloading by staff, volunteers and deliveries; address safety issues.Better equipped kitchen would improve services provided through all																																					

Placer County Government Center Master Plan Update

Farm Advisor - Qualitative Requirements

	<p>day workshops and tasting events.</p> <p>The following issues were forwarded for consideration in the Master Plan update:</p> <ul style="list-style-type: none"> • In addition to serving the public Monday – Friday, 8 am to 5 pm., we often hold public workshops and meetings after “business hours”, evenings and weekends. • Several Farm Advisor programs are implemented through volunteers. We have over 300 volunteers in the Master Gardener and 4-H Youth Developments programs. These volunteers require easy access to our office spaces, storage areas and conference/training rooms. • The lobby counter is used to interact with the public by clerical staff, advisors and volunteers. The counter is used for short consultations, to receive registrations and fees, distribute information, to sell UC materials, to check out equipment, receive plant and insect specimens and receive live chicks and ducklings as part of large embryology program servicing Placer County schools. Clients range from children to senior citizens. • The office often directs the public entering the lobby and calling by phone to the Ag Department. The Ag department often direct clients to us for education materials and information. • Staff consists of 3 Placer County Employees and 14-18 University of California Employees. There are five programs that work independently but are intertwined. Both Placer County and UC staff need easy access to offices and warehouse. Staff extensively uses the warehouse space for storing program related materials, supplies and equipment. Easy access for loading and unloading vehicles with program supplies and equipment is crucial. • The department is responsible for the Senior Community Garden and Master Gardener Demo Garden. The Demo Garden is used to educate the public through workshops and Senior Gardens are a community service; easy access and close proximity to the gardens is required. • The department uses their kitchen extensively for testing recipes, preparing food for public sampling and workshops meals. • The copy room is used to house University printing equipment use for making copies and printing newsletters and educational materials; their equipment does not connect with Placer County copy machines. • Their department has a lending library that should be accessible to volunteers and the public.
Evolution of Services	<p>Within 10 years, Farm Advisor department projects it might see some growth in grant funded staff. The office is staffed with 3 county paid clericals and 16-20 advisors and staff that are paid through the University of California and grants.</p>
Impact of Physical Space on Service	<p>The most restrictive aspect of their current office space on service delivery is the lack of parking, ADA inaccessibility, lack of small conference rooms or minimal private office space for confidential meetings and staff evaluations. Additionally, the Homeless Shelter’s close proximity restricts plans for meetings in our conference room involving youth and adults along with impacts on seniors using the gardens.</p> <p>The most enhancing aspect of their current office space on service delivery is</p>

Placer County Government Center Master Plan Update

Farm Advisor - Qualitative Requirements

	public access afterhours for public workshops and meetings. Accessibility for walk-in clients to the front counter services and volunteer accessibility to offices and resources. While we could use a larger conference/training room, the current one is invaluable for workshops, trainings, and planning sessions.
Service Improvement Priorities – Internal & External	Refer to Department Service Improvement Priorities summary in Appendix B
Miscellaneous	Farm Advisor office should be located adjacent to (separate reception counter and offices) the Ag Commissioner. Visitors go to the Ag Commissioner's office for permits and other regulatory ag requirements, then stop at Farm Advisor for educational information and consultation.

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	<p>The department's growth relies on an increase in grant funded programs, which would increase non Placer County paid staff. They do not anticipate much change over the next 5 years.</p> <p>Key factor affecting department's rate of growth is a greater community need that could be met by targeted grants.</p>
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	<p>The department's office and workstations are currently inadequate to support their work. We do not currently have a confidential meeting space for those working in cubicles. Some workstations are too small, not supporting the workload of staff person within.</p> <p>The department currently utilizes collaborative workspaces.</p> <p>The department currently has field workers or part-time staff; these staff will use a combination of standard sized and hoteling workstations.</p>
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	The Farm Advisor office is not ADA compliant; stairs provide access the lobby. Parking is limited. Clients have a hard time finding the building. They receive calls daily from clients on the "other" E Avenue; there are two "E" avenues - that needs to be fixed.

Placer County Government Center Master Plan Update

Farm Advisor - Qualitative Requirements

Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	-

DRAFT FOR REVIEW
16 NOVEMBER 2018

Placer County Government Center Master Plan Update

Fire Planning and Prevention - Qualitative Requirements

SERVICE ANALYSIS

Department Function	The Fire Planning and Prevention department provides fire code and standards review and enforcement for new development project submittals and fire inspections of those projects throughout the County and in conjunction with the Community Development Resource Agency. All County fire planning and inspection services are contracted with Cal-Fire located at the headquarters building in Bowman. The Placer County Office of Emergency Services acts as County liaison for fire services.																								
Consumer Group – Internal and/or External	<p>Fire Planning serves the public as the review agency for all fire-related issues on development projects.</p> <p>100% of the department's service time is directed to the public.</p> <p>The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:</p> <table><tr><td></td><td>Current</td><td>2027</td><td>2037</td></tr><tr><td>In-person @ Department Office</td><td>3%</td><td>3%</td><td>3%</td></tr><tr><td>In Person in Field or Off-Site</td><td>90%</td><td>85%</td><td>80%</td></tr><tr><td>Phone Call</td><td>5%</td><td>5%</td><td>2%</td></tr><tr><td>Online</td><td>2%</td><td>7%</td><td>15%</td></tr><tr><td>Other</td><td>0%</td><td>0%</td><td>0%</td></tr></table>		Current	2027	2037	In-person @ Department Office	3%	3%	3%	In Person in Field or Off-Site	90%	85%	80%	Phone Call	5%	5%	2%	Online	2%	7%	15%	Other	0%	0%	0%
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Department Self-Assessment on their Level of Service and Efficiency	<p>This department listed the following way in which their current service model is successful:</p> <ul style="list-style-type: none">Collocation with CDRA makes project plan check efficient.Access to the shared CDRA public counter works well. <p>This department suggested the following ways in which they could increase efficiency:</p> <ul style="list-style-type: none">Continuing to streamline review processes and maintaining the collocation with CDRA will allow for increased efficiencies.Electronic project processing will better efficiencies over time. <p>The following issues were forwarded for consideration in the Master Plan update:</p> <ul style="list-style-type: none">Workflow, customer interface, department interaction all work well with our location at CDRC.																								
Evolution of Services	In the coming years, the department foresees no significant changes to types of services; however, increased electronic documentation should allow for increased online interaction. Potential for greater electronic documentation and processing could change dynamic of office needs.																								
Impact of Physical Space on Service	The separate location from Cal-Fire headquarters most restricts service delivery and co-location with CDRA most enhances service delivery. The distance to South Placer and amount of work in that area will restrict and decrease efficiencies over time.																								
Service Improvement Priorities – Internal & External	Refer to Department Service Improvement Priorities summary in Appendix B																								

Placer County Government Center Master Plan Update

Fire Planning and Prevention - Qualitative Requirements

Miscellaneous	The Department's current service delivery model works well and has the correct amount of staffing.
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RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	Fire Planning and Prevention's growth methodology is based on project and caseload growth, with the economy and new construction levels being key factors which could impact this growth methodology in the coming years.
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	<p>The department's office and workstations are currently inadequate to support their work.</p> <p>The department currently does not have collaborative workspaces and does not anticipate the need for them.</p>
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	The Department's location provides good access for customers, visitors, staff.
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	<p>Department staff see the following as items that need to be addressed in Placer County Government Center:</p> <ul style="list-style-type: none">• Better access to other departments and outdoor amenities at the PCGC would be beneficial.

Placer County Government Center Master Plan Update

Fire Station 180 - Qualitative Requirements

SERVICE ANALYSIS

Department Function	Fire Station 180 provides emergency fire and life safety response for the North Auburn region of unincorporated Placer County. All County emergency fire services are contracted with Cal-Fire located at the headquarters building in Bowman. The Placer County Office of Emergency Services acts as County liaison for fire services.																								
Consumer Group – Internal and/or External	<p>The Placer County Fire Department serves the public for all fire and life safety-related issues in the service area of Station 180; 100% of their services are to the public.</p> <p>The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:</p> <table><tr><td></td><td>Current</td><td>2027</td><td>2037</td></tr><tr><td>In-person @ Department Office</td><td>3%</td><td>3%</td><td>3%</td></tr><tr><td>In Person in Field or Off-Site</td><td>90%</td><td>90%</td><td>90%</td></tr><tr><td>Phone Call</td><td>5%</td><td>5%</td><td>90%</td></tr><tr><td>Online</td><td>2%</td><td>2%</td><td>2%</td></tr><tr><td>Other</td><td>0%</td><td>0%</td><td>0%</td></tr></table>		Current	2027	2037	In-person @ Department Office	3%	3%	3%	In Person in Field or Off-Site	90%	90%	90%	Phone Call	5%	5%	90%	Online	2%	2%	2%	Other	0%	0%	0%
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Department Self-Assessment on their Level of Service and Efficiency	<p>This department listed the following way in which their current service model is successful:</p> <ul style="list-style-type: none">Good facility location and access to the local vehicular circulation system. <p>This department suggested the following ways in which they could increase efficiency:</p> <ul style="list-style-type: none">Addressing significant facility deficiencies would greatly increase efficiencies in service. <p>The following issues were forwarded for consideration in the Master Plan update:</p> <ul style="list-style-type: none">The Station’s workflow is less than ideal due to the layout and constraints associated with all three structures on the site.Customer interaction and interface works well at the facility.																								
Evolution of Services	<p>Fire Station 180 anticipates the addition of advanced life support services at this location within the next few years; this will mean additional personnel on staff and the need for more space. These services are currently contracted through AMR.</p> <p>This Station continues to be the busiest location in the entire County; service calls will continue to increase and the need for additional staff will become more apparent.</p> <p>Fire and life safety emergencies will most likely require department staff to physically travel to a location; this model probably won’t change in the next 20 years.</p>																								
Impact of Physical Space on Service	Office space, storage, apparatus/engine space, living quarters, exercise, gear cleaning/laundry, outdoor training space, paved yard space and public parking are all undersized and arranged in less than ideal conditions and restrict service capabilities.																								

Placer County Government Center Master Plan Update

Fire Station 180 - Qualitative Requirements

	The residential dayroom and public meeting room most enhance service capabilities.
Service Improvement Priorities – Internal & External	Refer to Department Service Improvement Priorities summary in Appendix B
Miscellaneous	<p>There are several facility-related issues that impact service delivery now. These issues will become more significant as service calls and personnel levels increase. To potentially address these needs in the future, site area to the north of the station may want to be reserved in the master plan for fire department functions.</p> <p>As per Chief Lindgren, there are potential site geotechnical issues that may need to be studied further as it relates to a new, fully compliant, essential services facility at this location.</p>

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	The Station's growth methodology is based on service calls and response times; there were no other key factors identified.
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	<p>The department's office and workstations are currently inadequate to support their work. Private office space is currently a need at the site for the Battalion Chief.</p> <p>The department does not currently utilize collaborative workspaces; nor do they anticipate the need for them.</p>
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	Access to Fire Station 180 is good for customers, visitors and staff.
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary

Placer County Government Center Master Plan Update

Fire Station 180 - Qualitative Requirements

Miscellaneous	<p>Department staff see the following as items that need to be addressed in Placer County Government Center:</p> <ul style="list-style-type: none">• At some point in the future, facility upgrades or station replacement/relocation will need to occur and more site space may be needed. Please look at reserving the open lot just north of the site or another location at the PCGC. Access to Atwood or Bell Road is critical for station placement.• Outdoor fire-fighting training space is a need currently at the station and should be considered when looking at potential expansion area.• Apparatus bay layout, access and size are all very problematic for engine circulation and storage.
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DRAFT FOR REVIEW
16 NOVEMBER 2018

Placer County Government Center Master Plan Update

HHS Business Advantage Network - Qualitative Requirements

SERVICE ANALYSIS

Department Function	The Business Advantage Network division provides business outreach & hiring assistance for the Office of Economic Development and employment services for Human Services. Staff are housed in Human Services in Rocklin and in Economic Development in Auburn to serve the needs of South Placer & the foothills. The Division receives direction from both departments and serves businesses and job seekers in both parts of the county.																											
Consumer Group – Internal and/or External	<p>The Division serves all businesses in Placer County and anyone who is looking for work within the County. In addition to serving those who receive CalWORKs assistance, they also provide lay off assistance and lay off aversion to any business or job seeker living or working in Placer County. The Division also serves the non-profit community by placing volunteers in non-profit worksites.</p> <p>Approximately 95% of HHS's customers are outside of the County offices. The Division serves internal county customers by placing Work Experience volunteers in County sites when there is a need for extra help.</p> <p>The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:</p> <table><tr><td></td><td>Current</td><td>2027</td><td>2037</td></tr><tr><td>In-person @ Department Office</td><td>25%</td><td>25%</td><td>25%</td></tr><tr><td>In Person in Field or Off-Site</td><td>25%</td><td>25%</td><td>25%</td></tr><tr><td>Phone Call</td><td>25%</td><td>25%</td><td>25%</td></tr><tr><td>Online</td><td>25%</td><td>25%</td><td>25%</td></tr><tr><td>Other</td><td>0%</td><td>0%</td><td>0%</td></tr></table>					Current	2027	2037	In-person @ Department Office	25%	25%	25%	In Person in Field or Off-Site	25%	25%	25%	Phone Call	25%	25%	25%	Online	25%	25%	25%	Other	0%	0%	0%
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Department Self-Assessment on their Level of Service and Efficiency	<p>This Division listed the following way in which their current service model is successful:</p> <ul style="list-style-type: none">Working in the Office of Economic Development is critical in serving the business community. This provides staff with the opportunity to interact with the Economic Development Director and to provide prompt requests for assistance to meet the needs of our local businesses. Staff spend approximately 50% of their time in the field meeting business customers or job seekers. <p>This Division suggested the following ways in which they could increase efficiency:</p> <ul style="list-style-type: none">The one need that is not met by the current worksite location is the ability to serve businesses and job seekers in one location. With the closure of Golden Sierra Job Training Agency in Auburn, the Division no longer has a center available to both job seekers and businesses.A co-located business center and employment center would provide better access to the public and better meet the needs of the community; a business center that is separate but adjoined to an employment center, where businesses can access resources for hiring, business counseling, finance assistance etc., would be ideal.<ul style="list-style-type: none">Interview and conference room space could be shared by both centers.Staff, including clerical support, would be housed in the business side to provide assistance continuously during business hours. There are currently days in the Office of																											

Placer County Government Center Master Plan Update

HHS Business Advantage Network - Qualitative Requirements

	<p>Economic Development where no staff are available to assist our business customers and the clerical support person sits in the back of the office which is out of sight and out of hearing range of the front desk.</p> <ul style="list-style-type: none"> Human Services will be constructing space for Employment Services in the new county facility so the business center may be a part of this facility. Ideally, Economic Development would be either co-located or housed nearby to facilitate continued communication with their staff. <p>The following issues were forwarded for consideration in the Master Plan update:</p> <ul style="list-style-type: none"> In addition to the items noted above, large conference room space and separate interview spaces would be needed to assist employers with recruiting events. Having a sound barrier from Employment Services is necessary since the public will access this center regularly and it will be quite noisy. <p>The Employment Center should also include a space to allow for a Production Center similar to the one in the Rocklin Human Services office.</p>
Evolution of Services	As the unemployment rate decreases, demand for hiring assistance/talent attraction will continue to rise; if the unemployment rate increases, layoff assistance service will be in demand.
Impact of Physical Space on Service	The Division's current Auburn workspace is away from the public which may be nice for getting work done but is not conducive to attracting business customers. The Rocklin office has a great space for job seekers but it does not work well for employers. Neither office has sufficient space to hold recruiting events or workshops. Events are often held in noisy, public spaces.
Service Improvement Priorities – Internal & External	<p>Refer to Department Service Improvement Priorities summary in Appendix B</p> <p>HHS Business Advantage Network currently has very little activity in Tahoe. While the business community has a great concern with hiring, there are very few individuals in the area who are looking for work. Most individuals work multiple jobs to support their housing needs. If housing becomes available and affordable in Tahoe, the Division would anticipate the need for their services to increase.</p>
Miscellaneous	HHS anticipates including BAN staff in the new HHS building at DeWitt, but having a continued presence in Economic Development should not be lost in the development of the new building.

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	-
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C

Placer County Government Center Master Plan Update

HHS Business Advantage Network - Qualitative Requirements

Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	-
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	The only conference room is behind a locked door so it is difficult for the public to access.
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	-

DRAFT FOR REVIEW
16 NOVEMBER 2018

Placer County Government Center Master Plan Update

Human Resources - Qualitative Requirements

SERVICE ANALYSIS

Department Function	The Human Resources Department's purpose is to provide dedicated services in the areas of staffing and hiring, human resources, workforce productivity, and labor and employee relations support for Placer County and its employees including learning and development.																										
Consumer Group – Internal and/or External	<p>The HR Department serves the general public as applicants for County employment, in addition to employees and retirees.</p> <p>Services can be estimated as approximately 30% to the general public and 70% to current/retired employees.</p> <p>The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:</p> <table> <tr> <th></th><th>Current</th><th>2027</th><th>2037</th></tr> <tr> <td>In-person @ Department Office</td><td>15%</td><td>10%</td><td>10%</td></tr> <tr> <td>In Person in Field or Off-Site</td><td>5%</td><td>5%</td><td>5%</td></tr> <tr> <td>Phone Call</td><td>10%</td><td>10%</td><td>10%</td></tr> <tr> <td>Online</td><td>70%</td><td>75%</td><td>75%</td></tr> <tr> <td>Other</td><td>0%</td><td>0%</td><td>0%</td></tr> </table>				Current	2027	2037	In-person @ Department Office	15%	10%	10%	In Person in Field or Off-Site	5%	5%	5%	Phone Call	10%	10%	10%	Online	70%	75%	75%	Other	0%	0%	0%
	Current	2027	2037																								
In-person @ Department Office	15%	10%	10%																								
In Person in Field or Off-Site	5%	5%	5%																								
Phone Call	10%	10%	10%																								
Online	70%	75%	75%																								
Other	0%	0%	0%																								
Department Self-Assessment on their Level of Service and Efficiency	<p>This department listed the following way in which their current service model is successful:</p> <ul style="list-style-type: none"> The HR Department can accommodate services to general public customers by phone or on-line, but still require 'in-person' activities for testing and oral exam processes. Current and retired employees can be accommodated with services by phone or on-line. In-person activities have been diminished by the increasing self-service activities provided on-line, but still require 'in-person' activities for learning and development activities as well as testing and oral exam processes for promotional opportunities. The Civil Service Commission meets at least once a month (and more frequently for hearings related to disciplinary proceedings or grievance hearings) and must accommodate access to the public. <p>This department suggested the following ways in which they could increase efficiency:</p> <ul style="list-style-type: none"> Move the training site to 145 Fulweiler Avenue to provide a more central location for employees in North Auburn and South County; Provide nearby access to conference/meeting rooms for testing, oral exams, disciplinary hearings and Civil Service Commission meetings. Increased use of technology for recruitment, testing and onboarding practices <p>The following issues were forwarded for consideration in the Master Plan update:</p> <ul style="list-style-type: none"> HR staff need to have access to common files, resources and be able to interact with each other to address a myriad of personnel issues (hiring, benefit administration, payroll, etc) Small and large conference rooms are necessary for staff meetings, testing and oral exam sites, training sessions and Civil Service Commission meetings Building location should be easily accessed for members of the 																										

Placer County Government Center Master Plan Update

Human Resources - Qualitative Requirements

	general public as well as employees coming from a variety of locations throughout the County
Evolution of Services	<p>No significant changes anticipated in the next 5 years as the recent re-organization has endeavored to incorporate all HR functions and activities in the same department.</p> <p>Should overall County staff increase, there would potentially be a slight increase in the number of HR staff necessary to provide support services.</p>
Impact of Physical Space on Service	<p>The most restrictive aspect of physical space on services is that the Training Room is located away from the central HR Department and in a location that is not convenient for all County employees; lack of conference/meeting/interview rooms.</p> <p>The most enhancing aspect of physical space on services would be the ability to be co-located and integrate all HR activities on the same floor.</p>
Service Improvement Priorities – Internal & External	Refer to Department Service Improvement Priorities summary in Appendix B N/A
Miscellaneous	N/A

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	<p>The Department's growth methodology is based on the number of overall County employees and retirees which represent a direct impact on workload in the HR department for hiring, benefit and payroll administration, learning and development.</p> <p>The key factors influencing this growth methodology over the next 20 years is the number of overall County employees, and new laws/regulations/bargaining units.</p>
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	<p>The department's office and workstations are anticipated to become inadequate to support their work within 5 years. Offices and workstations will need to increase as the number of HR staff increases to match the overall increase in the number of current/retired employees as workload demands.</p> <p>The department currently does not have collaborative workspaces.</p> <p>The department currently has field workers or part-time staff; these staff should</p>

Placer County Government Center Master Plan Update

Human Resources - Qualitative Requirements

	have standard sized workstations (not hoteling stations).
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	There is adequate access to the Department, however better exterior wayfinding signage is required.
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	<p>Department staff see the following as items that need to be addressed in Placer County Government Center:</p> <ul style="list-style-type: none">• Take into consideration a 'campus' approach to staff break rooms to provide adequate seating for staff to take breaks including a lunch break.

Placer County Government Center Master Plan Update

PCSO - Qualitative Requirements

SERVICE ANALYSIS

Department Function	The Placer County Sheriff's Office provides public safety and law enforcement services.
Consumer Group – Internal and/or External	100% of their service is to County residents/businesses.
Department Self-Assessment on their Level of Service and Efficiency	-
Evolution of Services	Over the next 10 years, the Sheriff's office anticipates the addition of staff and services in the lower part of the county due to growth. Additionally, technology will impact how they perform their job in the future
Impact of Physical Space on Service	The Sheriff's Office does not have a training facility that can accommodate the size of their classes. The Morgue is outdated and too small.
Service Improvement Priorities – Internal & External	Refer to Department Service Improvement Priorities summary in Appendix B
Miscellaneous	PCSO expressed a dire need for a large training facility; this facility could be shared with other County departments.

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	The Sheriff's Office's growth methodology is based on population and population growth.
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	The department's office and workstations are anticipated to become inadequate to support their work within 10 years.
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C. As the Sheriff's Office grows, they will need to plan for storage; they use Conex boxes as well as metal cages in the annex. Evidence storage is adequate and will be good for the next 20 years.
Access to Department Offices	Access to the Sheriff's Office is currently adequate.

Placer County Government Center Master Plan Update

PCSO - Qualitative Requirements

Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	-

DRAFT FOR REVIEW
16 NOVEMBER 2018

Placer County Government Center Master Plan Update

Probation - Qualitative Requirements

SERVICE ANALYSIS

Department Function	<p>The Probation Department's juvenile services are organized to provide a continuum of services for youth at all stages of the criminal justice system, from early Delinquency/ Crime Prevention, Court Services, Detention and Treatment Services, Alternative Dispositional Options, and Supervision Services. Under the auspices of these five programs fall different services designed to redirect behavior, provide accountability, promote family reunification and provide safety to the community.</p> <p>The Probation Department's adult services are organized to provide a continuum of services for adults at all stages of the criminal justice system, from Court Services, Pre-Trial Services, Alternative Sentencing, Placer Re-Entry Program (PREP) and Community Supervision. Under the auspices of these five programs fall different services designed to assist the Court, redirect and supervise appropriate offenders in the community, hold offenders accountable, while redirecting behavior and providing safety to the community.</p> <p>Probation is a court ordered sanction that allows a person to remain in the community under the supervision of a probation officer. The conditions of this community-based supervision can vary. It could include jail time, fines, restitution, community service or other sanctions. Probation can also require a predetermined number of visits to their probation officer. If the person does not follow the rules of their probation, they could go back before the judge and be sent to jail or prison.</p> <p>Some of the officers' job duties include the following: Monitoring compliance with court orders; Assisting offenders in obtaining needed services and treatments, such as mental health support, substance use treatment, educational services, housing and employment; Overseeing the rehabilitation of offenders; Conducting offender work and home visits; Administering drug tests; and Providing services, support and protection for victims of crime. Probation officers must address the following issues: Drug and alcohol abuse; Sexual deviancy; Child abuse; Domestic violence; and, Mental illness.</p>																								
Consumer Group – Internal and/or External	<p>The Probation department serves known felons and misdemeanants, juvenile offenders, and crime victims, interacting regularly with other City, County, State, Federal and non-profit agencies in order to serve their clients.</p> <p>100% of services are to the public, though approximately 15% are from outside of Placer County; while they work closely with other agencies, the primarily serve the public.</p> <p>The following chart captures the approximate percentage of each type of interaction the department / division has with the people it serves:</p> <table><tr><td></td><td>Current</td><td>2027</td><td>2037</td></tr><tr><td>In-person @ Department Office</td><td>45%</td><td>45%</td><td>45%</td></tr><tr><td>In Person in Field or Off-Site</td><td>45%</td><td>45%</td><td>45%</td></tr><tr><td>Phone Call</td><td>9%</td><td>5%</td><td>5%</td></tr><tr><td>Online</td><td>1%</td><td>5%</td><td>5%</td></tr><tr><td>Other</td><td>0%</td><td>0%</td><td>0%</td></tr></table>		Current	2027	2037	In-person @ Department Office	45%	45%	45%	In Person in Field or Off-Site	45%	45%	45%	Phone Call	9%	5%	5%	Online	1%	5%	5%	Other	0%	0%	0%
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Online	1%	5%	5%																						
Other	0%	0%	0%																						
Department Self-Assessment on their Level	<p>This department listed the following way in which their current service model is successful:</p>																								

Placer County Government Center Master Plan Update

Probation - Qualitative Requirements

of Service and Efficiency	<ul style="list-style-type: none"> The current facility in PCGC allows offenders to be separated from victims and other visitors in the lobbies. Interview rooms are separated from the lobby and staff areas to maximize officer and offender safety. They are convenient to the jail, the DA and HHS. <p>This department suggested the following ways in which they could increase efficiency:</p> <ul style="list-style-type: none"> The department could use additional space for staff, a dedicated training room (to accommodate traditional classroom and physical training needs), an additional public meeting space to accommodate offender/services meetings/trainings/classes and additional storage space (including increased office material storage including countertops and cabinets, as well as secured storage for physical training mats, ammunition, target, CPR mannequins, etc. They would also like additional vehicle parking. <p>The following issues were forwarded for consideration in the Master Plan update:</p> <ul style="list-style-type: none"> Staff must work in a secure environment with secure and non-secure lobby areas, as well as interview rooms separated from both lobbies and staff areas. Adjacency to jail facilities, juvenile detention and HHS service providers is crucial. Secure staff/county vehicle parking is essential. Adequate storage space in conjunction with ample power and data outlets to facilitate today's equipment needs.
Evolution of Services	<p>Evolution of the Probation department's services is difficult to predict as their customer base increases and decreases based on a multitude of factors including: law changes, population trends, crime trends and funding availability. At a minimum, they anticipate the department to grow proportionally from current numbers with population growth.</p>
Impact of Physical Space on Service	<p>We are restricted by current space allotment.</p>
Service Improvement Priorities – Internal & External	<p>Refer to Department Service Improvement Priorities summary in Appendix B</p>
Miscellaneous	<p>As currently configured, Probation's space needs are fairly well met with the current facility. Should an opportunity arise to allow the DA to move their existing staff from within the AJC (and adjacent to Probation in that building), allowing Probation use of that space would likely address a majority of their staff space and office storage type needs. That would leave only some meeting space/training space, parking and bulk secure storage space as discussed above. They have no additional or anticipated needs associated with the facility or staffing at the Juvenile Detention Facility (11260 B Avenue) and all comments in this document regarding any expansion refer to our main facility at 2929 Richardson Drive. Proximity issues are similar between the two facilities.</p>

RESOURCE ANALYSIS

Staff – Growth Projections	<p>Refer to Projected Department Staff and Square Feet sheets in Appendix C</p>
Growth Methodology	<p>The Probation department's growth methodology is based on current caseload</p>

Placer County Government Center Master Plan Update

Probation - Qualitative Requirements

	<p>sizes and trends, in combination with current population growth projections.</p> <p>The key factors which might impact their rate of growth over the next 20 years are changes to law, population changes on the west slope, and crime trends.</p>
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	<p>The department's office and workstations are currently inadequate to support their work. Existing work stations are filled as of this date. Further growth will be difficult to meet in their current facilities.</p> <p>The department currently utilizes collaborative workspaces.</p> <p>The department currently has field workers or part-time staff; these staff should have standard sized workstations (not hoteling stations).</p>
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	The Probation department office is readily accessible by vehicle or public transit, and could be bike friendly with addition of bike racks.
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	-

Placer County Government Center Master Plan Update

Treasurer Tax Collector - Qualitative Requirements

SERVICE ANALYSIS

Department Function	<p>The Treasurer-Tax Collector department provides banking, investment services, and safekeeping of money received, assists with the issuance and selling of bonds, provides various debt-management and administration services, as well as other financial advisory and consulting services.</p> <p>They provide billing, collection, and accounting of real and personal property taxes and issuance of business licenses and snow-chain licenses.</p>
Consumer Group – Internal and/or External	The department provides services for all Placer County residents, business owners, County departments, school districts, and certain special districts.
Department Self-Assessment on their Level of Service and Efficiency	-
Evolution of Services	-
Impact of Physical Space on Service	-
Service Improvement Priorities – Internal & External	Refer to Department Service Improvement Priorities summary in Appendix B
Miscellaneous	-

RESOURCE ANALYSIS

Staff – Growth Projections	Refer to Projected Department Staff and Square Feet sheets in Appendix C
Growth Methodology	-
Site Area - Growth Projections	Refer to Projected Department Site Areas Summary in Appendix C
Parking	Refer to Projected Department Parking Needs Summary in Appendix C
Site Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Office Configuration	-
Conference & Training Facilities	Refer to Conference Room Needs Assessment and Training Room Needs Assessment in Appendix C
Storage	Refer to Storage Area Needs Assessment in Appendix C
Access to Department Offices	-
Office Improvement Priorities	Refer to Resource Improvement Priority Analysis in Appendix C
Adjacencies	Refer to Department Adjacency Summary
Miscellaneous	-